

## WARRANTY POLICY

This policy only applies to Taiwan Area. In other countries, please contact the local dealer or agent where the product was purchased.

ANACOMDA (MINPO CORPORATION) warrants to customers that products are free from defects in material and workmanship for a specific length of time from date of purchase.

Warranty periods vary by product and defined at the bottom of this document. If the product proves defective during the warranty period, MINPO will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Under normal circumstance without components shortage, we will return the product in 7 working days.

### U.S.A

ANACOMDA (MINPO CORPORATION) warrants to customers that products are free from defects in material and workmanship for a specific length of time from date of purchase.

Warranty periods vary by product and defined at the bottom of this document. If the product proves defective during the warranty period, MINPO will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Under normal circumstance without components shortage, we will return the product in 7 working days.

### Other Countries

In other countries, please contact the local dealer or agent where the product was purchased.

## LIMITATION OF WARRANTY

This warranty does not cover any damage to the product that results from improper installation, accident, natural calamity or any improper usage :

- This warranty does not cover any damage to the product that results from abuse, misuse, any unauthorized disassembly, repair or modification and problems of electrical power.

- Damage, missing or alteration of warranty label or authenticity stickers will void this warranty.

- Damage, opening or tempering with the product casing will void this warranty. °

- Purchased from an unauthorized reseller or retailer.

#### DISCLAIMER

MINPO is not responsible for product data loss, regardless of cause. MINPO is only responsible for product testing and repair, and does not provide rescue or backup services for stored data. It is recommended to backup data before products are sent for repair.

- We are also not liable for the products condition, damage, or data loss resulting from the shipping process due to any reason, including poor packaging.

- To the greatest extent permitted by the law, MINPO is not liable for infringement, indirect and incidental damages, loss of revenue, business investments and reputation, loss resulting from data loss, and damages or malfunctions caused by using other equipment with our products that arise from using MINPO products.

- To the greatest extent permitted by the laws, MINPO is not liable for any personal injuries, death, and damages that arise from using the product with equipment that may cause personal injury or death if the product is defective or malfunctions, including but not limited to medical or medical-related equipment, military or military-related equipment, aircrafts, traffic control equipment, disaster prevention systems, combustion control systems, and nuclear devices.

#### OTHER STATEMENT

Warranty terms described above are the sole and entire agreement between you and MINPO, and supersedes any other oral or written agreements. Except for the warranties stated herein, the above warranty terms does not offer any warranty for the merchantability or fitness for a particular purpose for the products, whether explicit or implied.

- If the maximum warranty duration is limited by the laws of specific countries or regions, MINPO will provide technical support and warranty services for the customers to the greatest extent permitted.

- For countries or regions whose laws do not permit the exclusion of implied warranties, MINPO is only liable for implied warranty within the expressed warranty period.

- **Minpo(ANACOMDA) may update the terms and conditions of this Warranty Service from time to time. Please refer to the latest version published on this website for your ANACOMDA Product.**

#### DURATION OF WARRANTY

- **Solid-State Drives:** All solid-state drive products have 3-5 years warranty or TBW warranty base on which occurs first.

- **Portable Hard Drives:** All portable hard drive products have 3-year warranty.

- **USB Flash Drives:** All USB flash drive products have a 5-year warranty.

- **Memory Modules:** All memory modules products have a lifetime warranty.

- **Note :** Warranties cover only damages that occur on its own and is caused by non-human factors. Warranty services are honored from the date of original purchase, and provided during the warranty period.

Lifetime Warranty means that repair services will be provided for damages to the

products that occur on its own within the lifetime of the products.

SSD				
Model Name	Interface	Capacity	Warranty	TBW
TB	SATA III	120GB	3-year	100
		240GB	3-year	200
		480GB	3-year	400
		960GB	3-year	800
TT	SATA III	128GB	5-year	140
		256GB	5-year	280
		512GB	5-year	560
QS	SATA III	480GB	3-year	250
		960GB	3-year	500
I2	PCIe Gen 3x4	256GB	3-year	150
		512GB	3-year	350
		1TB	3-year	600
I3	PCIe Gen 3x4	256GB	5-year	160
		512GB	5-year	380
		1TB	5-year	640
I4/I4X	PCIe Gen 4x4	1000GB	5-year	700
		2000GB	5-year	1400

## RMA INFORMATION

If the product malfunctions, there are several ways to return the product for repair :

Taiwan Area :

(Other Countries: Please contact the local dealer or agent where the product was purchased for RMA service.)

- 1. Online RMA requests are recommended. After completing the online application for repair, an agent will contact you and arrange to pick-up the product for repair.

- 2. Repair or return/exchange can be done at the dealer where the product was purchased.

- 3. You can also contact our customer service center for comprehensive information on repair services.

- 4. Stop by our service locations to request repair services °

- Free repair services are provided for the products under warranty.

- Customers apply for RMA should provide proof of purchase of the product.

If you have lost the proof of purchase, the warranty period will be determined on the basis of the manufacture date of the product. Warranty is not valid if ANACOMDA anti-counterfeit sticker or warranty sticker are removed.

- Warranty duration for new products, non-defective products, or replacements with similar functions starts from the date of purchase for the original malfunctioning product.

- U.S.A Area :

(Other Countries: Please contact the local dealer or agent where the product was purchased for RMA service.)

- 1. Please Email to [service@minpo.com.tw](mailto:service@minpo.com.tw) , we will contact you as soon as possible.

- Free repair services are provided for the products under warranty.
- Customers apply for RMA should provide proof of purchase of the product.

If you have lost the proof of purchase, the warranty period will be determined on the basis of the manufacture date of the product. Warranty is not valid if ANACOMDA anti-counterfeit sticker or warranty sticker are removed.

- Warranty duration for new products, non-defective products, or replacements with similar functions starts from the date of purchase for the original malfunctioning product.