

Warranty

G.SKILL Limited Warranty Policy

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G.SKILL provides a limited warranty to the original purchaser only that any genuine G.SKILL hardware product purchased from an authorized G.SKILL reseller will be free from defects in material and workmanship, and will operate, as specified by its datasheet, in the operating environment for which they were intended, for a specific length of time from the date of purchase. The date of purchase shall be determined by a valid proof of purchase; and if no valid proof of purchase exists, then the length of warranty shall begin from the date of manufacture (indicated by serial number). The warranty period will vary by specific product, as identified in your user documentation, or on the product package. In the event any of these warranty periods differ, the longest specified warranty period will apply.

Except where prohibited by applicable local law, this warranty is limited to the original purchaser and is non-transferable. This warranty provides you with specific legal rights, and you may have additional rights that vary under local laws.

Duration of Warranty

Warranty Period	Product
Limited Lifetime Warranty	All DRAM memory modules SD & microSD cards
3 Year Limited Warranty	SSD (Sniper, Phoenix, Phoenix PRO, Phoenix EVO, Ph PCIe SSD (Phoenix Blade 480G/960G)
2 Year Limited Warranty	SSD (Falcon, Falcon II) Gaming Keyboard (KM780/KM780R, KM570, and KM56 Gaming Mouse (MX780) Gaming Headset (SV710, SR910)
1 Year Limited Warranty	Memory Cooler Fans (Turbulence II, Turbulence III) Gaming Mousepad (MP780) Gaming Keycaps

Refurbished Products

G.SKILL offers a 90-day, replacement-only warranty for refurbished Gaming Headset, Gaming Mouse, and Gaming Keyboard units.

Remedies

G.SKILL's entire liability and your exclusive remedy for any breach of warranty shall be to repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Any replacements provided will be with the same

product model. This warranty obligation is conditioned upon the hardware being returned to the original place of purchase, or another place as directed by G.SKILL, with the original sales receipt (or a valid copy thereof). You may be required to pay shipping and handling charges, as well as any applicable tariffs, duties, taxes, or other fees, except where prohibited by applicable local law.

Any repaired or replacement hardware will be warranted for the remainder of the original warranty period, or thirty (30) days, whichever is greater, or for any additional period of time that is specified by law in your local jurisdiction.

Obsolete or Discontinued Products

Whenever possible, an obsolete or discontinued product will be replaced with the same product. If G.SKILL is unable to replace with the same product, G.SKILL will replace that product with a comparable product of similar specification or function.

Warranty Exclusions

G.SKILL limited warranty does not cover problems or damage resulting from, but not limited to, any of the following:

1. Wear and tear associated with normal use
2. Any acts of nature, abnormal mechanical or environmental condition, modification, abuse, accident, disassembly, misapplication, or unauthorized repair
3. Removal or alteration of any manufacturer label(s) or sticker(s)
4. Any improper assembly, handling, installation, or operation; including any use not in accordance with any supplied product instructions
5. Connection to any improper voltage supply
6. Removal or reassembly of heatspreader
7. Missing, damaged, detached, or bent contact pins, chips, parts, casing, or heatspreader
8. Any other cause which does not relate to a product defect in materials or workmanship

G.SKILL shall not be liable for, and does not cover under warranty: recovery of data; installation of G.SKILL products; inspection or testing costs; installation and removal fees; and general, special, incidental, or consequential damages which include, but not limited to, loss of data, revenue, or profit (whether direct or indirect), or commercial loss for breach of any express or implied warranty on your product even if G.SKILL has been advised previously of the possibility of such damages. Some local laws do not allow the exclusion or limitation of special, indirect, incidental, or consequential damages, so this limitation may not apply in your jurisdiction.

Also excluded from this warranty are counterfeit products; that is, products that G.SKILL, at its sole discretion, determines were not manufactured by G.SKILL or any of its authorized manufacturing partners.

Duration of Implied Warranties

Except as prohibited by applicable law, any implied warranty or condition of merchantability or fitness for a particular purpose on your G.SKILL hardware product is limited in duration to the duration of the applicable limited warranty period for your product. Some local laws do not allow limitations on how long an implied warranty may last, so this limitation may not apply in your jurisdiction.

National Statutory Rights

Consumers may have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties in this Limited Warranty.

No Other Warranties

No G.SKILL employee, dealer, or other agent is authorized to make any modifications, extension, or addition to this warranty.

For G.SKILL Products Purchased in Australia

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Valid Proof of Purchase

A valid proof of purchase is defined as one of the following:

- A dated sales receipt from an authorized G.SKILL retailer or reseller. The sales receipt must show the product description and price.
- A dated official e-mail from an authorized G.SKILL retailer or reseller confirming purchase and shipment of the product. The confirmation email must show the product description and price.

Some examples of non-valid proof of purchase:

- Receipts from non-authorized G.SKILL reseller, retailers, or dealers.
- Receipts from any online auction websites, liquidators, or clearance houses.
- Credit card statements.
- The UPC bar code from the product packaging.
- Pictures of the actual product.

G.SKILL RMA Policy and Procedures

Before submitting a Return Merchandise Authorization (RMA) or making a warranty claim, G.SKILL recommends you (the End User) to troubleshoot with G.SKILL technical support or visit www.gskill.com and review the support section for technical assistance. A simple solution may be found, and save time and costs from unnecessary shipping.

Generally, valid warranty claims should be processed through your original point of purchase during the first thirty (30) days after purchase. This period may vary depending on where you purchased your product; please verify the return policy with the retailer where you purchased your product. Any warranty claims that cannot be processed through your original point of purchased should be addressed directly to G.SKILL.

Our customer service contact information can be found on the web at www.gskill.com/en/contact.

How to Request an RMA number:

1. Go to the official G.SKILL website (www.gskill.com) and look for “Support -> RMA” in the website menu.
2. Complete the online RMA Request Form. If serial numbers or address field does not apply or does not exist, please type “n/a”.
3. After reading and understanding our RMA and Warranty Policy, check the confirmation statement on the bottom of the page. Then click on Submit.
4. You will see a confirmation page, along with the information you have submitted. If there are any errors, please go back and resubmit the online RMA Request Form.
5. At the email address you provided, you will receive an RMA number and further instructions when your RMA has been approved.

When shipping for RMA:

1. All products received go through individual visual inspection to ensure they are free of physical damage or abuse. Any products that turn out to be physically damaged or abused will be returned with additional administration and shipping fees.
2. Do not send products without a valid RMA number. Each product will be issued its own RMA number. Products without a valid RMA number will be returned at the sender's expense.

3. The RMA number must be legibly and prominently displayed on the “RMA Confirmation Form” AND the package. Packages without an RMA number may be refused.
4. Include all modules of a memory kit for RMA. Memory kits are tested together to ensure compatibility. Compatibility is not guaranteed if a partial kit is returned.
5. Include a printed RMA request form with the product. This will allow us identify your RMA more efficiently.
6. The original packaging material should be used to pack the product for return. If the original packaging is not available, please use packing materials that provide the same or greater protection to the product. All packages that arrive with any external damage or appear inadequately packaged will be refused and returned to the sender at the sender’s expense. DO NOT use standard mailing envelopes.
7. Please indicate “No Commercial Value. For RMA only.” on the package.
8. You are responsible for the cost of insuring and shipping your returned products. G.SKILL is not responsible for any items damaged or lost in transit. G.SKILL is not responsible for any non-G.SKILL products received.
9. A shipping service with tracking information and/or delivery confirmation is recommended.
10. If the memory kit includes a memory fan, then the fan must be returned with the memory kit for RMA.

When receiving your replacement:

1. Please check the package for any signs of damages before signing for the package. If there are signs of damage to the package, please do not accept the package. Once the package has been signed for, any damages will be the End User's responsibility.
2. The End User is responsible for any duties, tariffs, taxes, or other fees issued by local customs.

Miscellaneous:

1. All products received by G.SKILL or G.SKILL associates for replacement becomes the property of G.SKILL.
2. The replacement product will typically be shipped via EMS (if shipped from Taiwan), via UPS (if shipped from the Netherlands), or via USPS (if shipped from the USA). Alternative shipping/courier services may be used. Please allow at least 5-7 business days for processing and shipping after the receipt of defective product(s) with valid RMA number(s).
3. The End User will be notified about any additional charges, out-of-warranty products, or non-G.SKILL products received via the email address provided by the End User. If there is no response from the End User within one (1) year

from the date of notification, then G.SKILL shall not be held responsible for the product(s).

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.