

TEAMGROUP

Warranty Statement

For general users in Taiwan, after purchasing TEAMGROUP's product, if you need to send the product to be repaired, TEAMGROUP recommend you to proceed according the following to solve the problems smoothly.

TEAMGROUP warranty terms

TEAMGROUP guarantees all of our manufacturing processes are carefully, completely tested and specifications are as shown in the announcement.

During the warranty period, if TEAMGROUP's products fail under normal use due to defective manufacturing processes or raw materials, TEAMGROUP will provide complete repair or replacement services. If the product cannot be repaired or replaced, a refund will be made for the product's current value at the time of the product warranty claim or lower amount in the purchase price.

TEAMGROUP will update the warranty terms and conditions from time to time, please refer to the latest announcement on the official website. The warranty terms are updated in May 2021

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01. TEAMGROUP M.2 PCIe SSDs HAVE A 5 YEAR EXTENDED WARRANTY

1.Statement of five-year extended warranty for Solid state disk (SSD)

The M.2 PCI-E SSD products that are released since January 1th, 2019 have five-year limited warranty.

2.The following TEAMGROUP SSDs which were released in 2019 are covered by this warranty for a period of five years:

MP33 M.2 PCIe / MP34 M.2 PCIe / CARDEA II M.2 PCIe SSD / CARDEA Liquid M.2 PCIe SSD.

(If the above SSDs are purchased on or after January 1, 2019, they will be automatically upgraded to a five-year warranty.)

3.TEAMGROUP Solid state disk (SSD) limited warranty policy, please refer to the TEAMGROUP's official website.

(<https://www.teamgroupinc.com/en/support/warranty.php>)

02. LIMITATION CLAUSE

This warranty does not cover damage to the product caused by unnatural external causes, and TEAMGROUP is not responsible for the data in the storage products. If the following conditions occur, the product is not covered by TEAMGROUP's warranty terms:

This warranty does not apply to those who repurchased TEAMGROUP products through second-hand resale but only applicable to the original end-user customers.

Damage caused by accident, vandalism, misuse, unauthorized disassembly, natural disaster, or power problems.

This product must be used with other compatible computer equipment. If the damage is caused due to other manufacturer's accessories, the warranty will not be valid.

Product purchased through distribution channels unauthorized by TEAMGROUP.

Product repaired or disassembled by an unauthorized technician.

Warranty label, product serial number, or tamper evident label are altered, damaged, or unclear.

The warranty period starts from the date of purchase.

- Products purchased as part of a kit require that the kit be returned in its entirety in order to be eligible for warranty. Please send back the complete memory module kit, separate parts will not be accepted.

03. LIMITED LIABILITY

TEAMGROUP is not obligated to compensate for any consequential, indirect, incidental losses, such as loss of revenue, loss of business investment, loss of goodwill or hindrance to business interrelationship, incurred by the purchaser of the product or the third party's software, connected equipment or stored data due to product defects. Nor are we responsible for any damage or malfunction of other equipment caused by our products. TEAMGROUP's sole and maximum liability is to repair or replace the product or refund the money and is at TEAMGROUP's sole discretion.

04. WARRANTY APPLICABILITY

TEAMGROUP's warranty terms and conditions only apply to consumers who have purchased our products through legitimate sales channels. It does not apply to those who repurchased TEAMGROUP products through second-hand resale.

05. WARRANTY PERIOD

This warranty is only applicable to the original purchasers who own TEAMGROUP's products. This warranty is non-transferable. The warranties and terms of the products listed herein are subject to change without notice. The purchaser should check your product manual or contact the retailer or distributor where the product was sold to confirm the expiration date of the warranty.

The warranty period of TEAMGROUP's product starts from the date of your original purchase. You must present proof of purchase with purchase date to be eligible for this warranty. If the proof of purchase with purchase date cannot be presented, TEAMGROUP will determine based on the product serial number.

For products that have been discontinued and cannot be repaired, we will refund its depreciated market value, or replace them with a product of the same or a higher grade, or refund or credit the current value of the product when it is sent for repair. TEAMGROUP's decision is irrevocable and binding on you.

■ Memory modules

All TEAMGROUP's "Team" brand memory module series enjoy lifetime warranties, which means that from the day of purchase if the product is damaged due to natural causes, free maintenance service is provided during product's service life.

This lifetime warranty might not apply to customers in certain countries or states due to conflict of laws, but this limited lifetime warranty does not affect customers right to enjoy the longest warranty period allowed by law in those areas. Please read carefully the related disclaimer or limited liability clauses of this policy.

■ USB flash drives

All TEAMGROUP's "Team" brand USB flash drive have lifetime warranties, which means that from the day of purchase if the product is damaged due to natural causes, free maintenance service is provided to customers during

product's service life. This lifetime warranty might not apply to customers in certain countries or states due to conflict of laws, but this limited lifetime warranty does not affect customers' a right to enjoy the longest warranty period allowed by law in those areas. Please read carefully the related disclaimer or limited liability clauses of this policy.

■ **Memory cards**

TEAMGROUP's "Team" brand flash memory cards except below listed products, all other products have lifetime warranties, which means that from the day of purchase if the product is damaged due to natural causes, free maintenance service is provided to customers during product's service life. This lifetime warranty might not apply to customers in certain countries or states due to conflict of laws, but this limited lifetime warranty does not affect customers right to enjoy the longest warranty period allowed by law in those areas. Please read carefully the related disclaimer or limited liability clauses of this policy.

- 5-year Warranty: Dash Card

■ **SSD series**

All TEAMGROUP's "Team" brand solid state hard drives have limited warranty service, which means that from the day of purchase if the product is damaged due to natural causes, customers can enjoy free maintenance services within the warranty period. This warranty might not apply to customers in certain countries or states due to conflict of laws, but this limited lifetime warranty does not affect customers right to enjoy the longest warranty period allowed by law in those areas. Please read carefully the related disclaimer or limited liability clauses of this policy.

- TEAM SSD provides limited warranty or **TBW** warranty base on which occurs first. If the product specification has different versions, or TBW differs, the warranty will follow the version upon purchasing. TEAMGROUP has its rights to conclude the final decision.
- 3-year limited product: All TEAM SSD besides:
- 5-year limited product: TEAM M.2 PCIe SSD:
TEAM series MP33/MP33 PRO/MP34

T-FORCE series CARDEA II/CARDEA Liquid/CARDEA
IOPS/CARDEA Z440/CARDEA C440/CARDEA
A440/CARDEA Z340/CARDEA Z330
T-CREATE series CLASSIC PCIe

- 12-year limited product: T-CREATE series EXPERT 2.5" SATA & PCIe

■ Portable hard drive series

All TEAMGROUP's "Team" brand portable hard drives, there is a 5-year limited warranty (3-year free full warranty for non-human factor damage, from the fourth to the fifth year, maintenance service is provided in Taiwan, and 3-year limited warranty in foreign regions, which means that from the day of purchase, if the product is damaged due to natural causes, customers can enjoy free maintenance services within the warranty period. This warranty might not apply to customers in certain countries or states due to conflict of laws, but this limited lifetime warranty does not affect customers right to enjoy the longest warranty period allowed by law in those areas. Please read carefully the related disclaimer or limited liability clauses of this policy.

■ Mobile Accessories

All TEAMGROUP's "Team" brand mobile accessories have warranty service, which means that from the day of purchase if the product is damaged due to natural causes, customers can enjoy free maintenance services within the warranty period. This warranty might not apply to customers in certain countries or states due to conflict of laws, but this limited lifetime warranty does not affect customers right to enjoy the longest warranty period allowed by law in those areas. Please read carefully the related disclaimer or limited liability clauses of this policy.

- 1-year Warranty: Power Bank Series, Wireless Charging Series, Cable Series, OTG-Twinbo, OTG-M141
- Lifetime Warranties: OTG-M131, OTG-M132

06. IDENTIFYING ORIGINAL PRODUCTS

For all products manufactured by TEAMGROUP, there is a series legally applied and registered product trademarks attached on the packaging or on the product itself, which could be used for customers to identify original TEAMGROUP products. These trademarks enjoy all rights protected by the laws which cannot be used illegally and for the counterfeit purpose.

07. OTHER CAUTIONS

For products with data storage function, please backup the original data in the product before sending it for repair. TEAMGROUP is not responsible for the data rescue and backup of TEAMGROUP's products. TEAMGROUP does not guarantee the integrity of the data during the repair process.

Some of the products are repaired by replacing spare parts, so the repaired products may not be the original ones sent for repair.

Due to the rapid replacement of products, when the product is discontinued or the original manufacturer no longer provides maintenance, TEAMGROUP will replace it with an "alternative".

To continuously improve the quality and performance of our products, TEAMGROUP reserves the right to change the appearance, content or specifications of our products without prior notice.

08. PRODUCT EXCHANGE STEPS AND REQUIRED INFORMATION

We recommend that you take your purchase to the original distributor or other channels for repair or return. (Before returning a product, please make sure that the return policy is in accordance with its terms and conditions.)

TEAMGROUP will take responsibility for free repairs due to malfunctions caused by defective processing or raw materials. The procedure is as follows:

Please complete TEAMGROUP's online repair request form, which includes detailed personal information, product type, product model, product serial

number, and problem description. In the problem description, please provide the use environment (e.g., the motherboard and CPU used for memory, the memory card used for vehicle recorder or mobile phone, etc.), the cause of the malfunction, etc.

The repair number must be marked on the outside of the package when sending the product. If you have proof of purchase, please attach the proof of purchase to confirm the warranty period, and wrap the product in bubble wrap and protect it with a box to prevent the collision and falling during transportation, which will be classified as human damage and warranty repairs will not be accepted. After we receive your returned product and determine that the defective product is malfunction due to poor processing or raw materials, we will send you a good product right away to save your time of waiting. Regardless of the replacement or refund, the products and accessories sent for repair will become the property of TEAMGROUP.

Return shipping will be paid by TEAMGROUP upon completion of repair or replacement of the product. Overseas customers are responsible for the cost of shipping to the head office.

Product returned or refunded by the customer will become the property of TEAMGROUP, and TEAMGROUP has the right not to send it back.

The United States and Canada region:

By obtaining a repair RMA (Return merchandise authorization) number from TEAMGROUP's U.S. branch, you can send the product directly to the TEAMGROUP's customer service center of the U.S. branch.

To obtain an RMA number, please send an email to the U.S. customer service center to request a repair order, and then fill out and email to rma.usa@teamgroup.com.tw or call TEAMGROUP's U.S. customer service center at 1-866-368-8788 ext.133(Toll Free)

Regarding the shipping cost of the returned item, the customs duty, shipping cost and insurance fees are to be paid by the sender. TEAMGROUP is not responsible for loss in shipping and warranty will not be accepted if the product is damaged during shipment.

09. DISCLAIMER

Those clauses mentioned above are the complete warranty of TEAMGROUP products and cover all other paper or oral guarantees. TEAMGROUP will not provide any guarantees other than those mentioned above. Under the extent permitted by law, any implied product warranty or special purposes will not be recognized; warranty will also not be given under illegal circumstances. Whether it's expressed or implied warranty conditions, they are only valid within the warranty period mentioned above; laws in some regions, states (provinces), countries or other jurisdictions, do not allow the exclusion of implied warranty, advertising of lifetime warranties or limiting the length of the warranty periods.

TEAMGROUP Inc. will like to remind consumers who purchased products with lifetime warranties, that because the laws in certain countries or regions do not allow the warranty period to be longer than the maximum time limit permitted by law, therefore, this is a disclaimer for TEAMGROUP's description and advertising of lifetime warranties longer than the maximum length allowed by those laws. The disclaimer of this lifetime warranty does not affect your statutory rights as a consumer or any technical support and services provided by TEAMGROUP Inc.

TEAMGROUP products are not authorized to be used on life support equipment and their components, or for any relative applications that might cause injury or death to humans due to product malfunction or defects. TEAMGROUP is exempt from all responsibilities for death or injury of anyone, damage caused to anything or when products are applied on, including but not limited to, military or military-related equipment, traffic control equipment, disaster prevention systems and medical treatment or any medical treatment related equipment. If you have these types of intended use and purpose, please make sure to contact TEAMGROUP to find suitable parts for the applications mentioned above. The purpose of this disclaimer is not to restrict

or exclude the responsibility of death or injury caused by TEAMGROUP's own fault or misrepresentation.

Under the maximum extent permitted by law, TEAMGROUP cannot be held responsible for any damage, expenditure, data loss, loss of income, loss of savings, loss of profit, or any other accident or collateral damage caused to the product purchaser or end-user customer for purchasing, using or unable to use

TEAMGROUP's product. This remains applicable even if TEAMGROUP Inc. has been told about the possibility of damage occurring.

Thank you for purchasing TEAMGROUP's memory products. Please read carefully the warranty clauses and related terms and conditions stated in this manual before use. When using the product, try to stay clear of the chip and contact pins to avoid damages caused by static. All TEAMGROUP's memory modules have product warranty stickers on them. Please do not damage or tear off the stickers to maintain your rights. If you have any technical or compatibility problems when installing or after use, you can look up the problem at product FAQ of our official website, or leave an online message to our customer service personnel on the website's Online Query Center. For information about TEAMGROUP's newest products, you can search this official website at any time or directly contact a TEAMGROUP dealer.

In order to continuously improve the quality and performance of our products, TEAMGROUP reserves the right to change the appearance, content or specifications of our products without prior notice.

