

# Lexar Americas End User RMA Procedure

Product purchased from an authorized reseller of Lexar may be returned to the reseller and is subject to the terms and conditions of the reseller. Contact the reseller directly for return instructions.

If you look for customer service support from Lexar, there is a series of steps. To begin, you can complete the following steps:

- Contact Lexar Americas Call Center by email or hot-line:

## Americas

**Toll-free Hotline:** 1-877-747-4031

**Hours (PST):** Monday–Friday, 8am–5pm

**E-mail:** [support@lexar.zendesk.com](mailto:support@lexar.zendesk.com)

- Lexar Call Center will provide trouble shooting or issue an RMA Number to you.
- If and when an RMA number is issued, and you are given permission no need to return the RMA product:
  - a) Please destroy the product on you own.
  - b) Please provide the Certificate of Destroy and the related photos or video for destroy.
- If and when an RMA number is issued, and you are requested to return the RMA product:
  - a) Please return the product to Lexar authorized third-party address as Lexar Call Center provides.
  - b) Please return the product securely packed to avoid damage during the transit.
  - c) Please clearly mark the RMA number on the package.
  - d) Please update the shipping number with Lexar Customer Service.

## Refund/Replacement

- If you are a US citizen or located in US, due to CFUIS Compliance, replacement for Lexar RMA is not allowed , while you will be provided refund for RMA . Once Lexar receives the COD or the RMA product, the payment will be made to you within 10 working days.
- If you are a Non-US citizen and located in Non-US Americas Region, you will be provided refund or replacement for RMA.
  - a) If your choose refund for RMA, and once Lexar receives the COD or the RMA product, the

payment will be made to you within 10 working days.

- b) If you choose replacement for RMA, a new product or alternative will be sent to you within 10 working days.

### **Warranty Policy**

You must have proof of purchase and obtain warranty service authorization from Lexar, including a Return Materials Authorization, or RMA, number within the applicable warranty period before returning defective products to Lexar. All returns are subject to Lexar's standard RMA Terms and Conditions which can be found online at **[www.lexar.com/support](http://www.lexar.com/support)**. Returned products must be shipped prepaid and packaged appropriately, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Lexar is not responsible for any Product that is lost or damaged in transit.

The warranty covers only defects arising under normal use and does not include malfunctions or failures resulting from misuse, abuse, neglect, alteration, problems with electrical power, usage not in accordance with Product instructions, acts of nature or improper installation or repairs made by anyone other than Lexar or a Lexar authorized service provider. The original end-user purchaser referred to in this Warranty Policy does not include any purchasers, including, but not limited to, individuals, companies, and/or other entities who purchase and use Lexar products for the purpose of making profits by allowing other individuals, companies and/or other entities to utilize Lexar products, such as rental business.