

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, 2022

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01. Identifying Original Products

For all products manufactured by Team Group, 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 Team Group products. These trademarks enjoy all rights protected by the laws which cannot be used illegally and for the counterfeit purpose.

02. Limitation of 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.

03. 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.

04. Definition of Duration of Warranty

The warranty period of TEAMGROUP's product starts from the date of the purchase. Customers must present Invoices or shipping documents must be presented when claiming warranty. If such document(s) cannot be presented, TEAMGROUP will determine based on the product serial number.

05. Limitation Clause

5.1 Manufactured products misused or abused due to non-compliance with the product manual.

5.2 Any damage caused by accidents, man-made damage, computer malfunction, unauthorized removal, natural disasters or other abnormal uses.

5.3 Damage caused by changing components or using accessories, installation, attachment, expansion, modification, repair, disassembly.

5.4 Any damage caused by a computer virus.

5.5 Any damage resulting from electronic/electromagnetic pressure and interference, unstable or misused power supply, and static electricity, etc.

5.6 Any damage caused by exposure to improper environments for the specified device, such as high temperature, high humidity, etc.

5.7 Any damage caused by mishandling during the transportation to TEAMGROUP for repair.

5.8 TEAMGROUP does not warrant, and shall not be responsible for any loss of data/software stored or installed in any manufactured products, including returned units.

5.9 Any damage caused by any research or development usage or professional testing/examination.

5.10 Warranty labels, product serial numbers, or tamper-evident labels are altered, damaged, or unclear. In order to determine the correct warranty date, all labels on the SSD (whether QR code labels or S/N labels) must not be removed, any labels missing or moved may result in void warranty.

man-made damage :

https://www.teamgroupinc.com/en/download/index.php?index_id=24

06. Warranty Policy of Consumer Products

I. Duration of Warranty

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.

Memory modules

All TEAMGROUP's "Team" brand memory modules 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 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.

● **Duration of Warranty**

Duration**	Brand	Series
Lifetime warranty*	TEAMGROUP	All DDR1~DDR5 series
	T-FORCE	All DDR4 series
	T-CREATE	All DDR4 series

USB flash drives

All TEAMGROUP's "Team" brand USB flash 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 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.

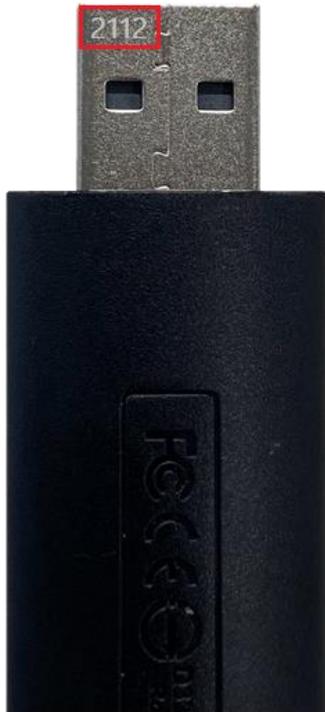
● **Duration of Warranty**

Duration**	Brand	Series
Five-Year (5-yr) Warranty*	TEAM	USB3.2 GEN2 C212
Lifetime warranty*	TEAM	USB2.0: C12G, C141, C151, C153, C156, C161, C171, C173, C182, C185, T181 USB3.2: C145, C155, C162, C175, C183, C186, C188, C201, C211, T183, T193 USB OTG: M151, M211
	T-FORCE	SPARK RGB

**How to check the manufacture date by the date code.

The date code will be laser engraved on the back of the USB connector.

e.g. USB Drive- "2112" represents the 12th week of 2021.



Memory cards

All TEAMGROUP's "Team" brand memory cards 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 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.

Video shooting, security system, surveillance system, and continuous video monitoring devices are not covered by the warranty.

● Duration of Warranty

Duration	Brand	Series
Two-Year (2-yr) Warranty*	TEAM	High Endurance Micro SD
Five-Year (5-yr) Warranty*	TEAM	Dash Micro SD
Lifetime warranty*	TEAM	Micro SD C4, Micro SD C10, Micro SD U1, Go, Color I, Color II, Classic, Elite, Pro, Xtream
	T-FORCE	Gaming A2

**How to check the manufacture date by the S/N.

The date code will be laser engraved on the back of the SD or Micro SD card.

e.g. SD Card- “2018” represents the 18th week of 2020.

Micro SD Card- “2021” represents the 21st week of 2020.



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. In order to determine the correct warranty date, all labels on the SSD (whether QR code labels or S/N labels) must not be removed, any labels missing or moved may result in void warranty.
- If the TBW stats differ due to different software, please refer to “TEAM SMART TOOL” for official judgment. (Download link: <https://www.teamgroupinc.com/en/support/download.php>)
- Duration of Warranty

Duration**	Brand	Series
Three-Year(3-yr) Warranty*	TEAM	AX Series, CX Series, EX Series, GX Series, L5 LITE, L5 LITE 3D, L3 EVO, MS30, QX
	T-FORCE	DELTA MAX Series, DELTA Series, VULCAN Series
	T-CREATE	CLASSIC 2.5" SATA
Five-Year(5-yr) Warranty*	TEAM	MP33, MP33 PRO, MP34, MP34Q
	T-FORCE	CARDEAII, CARDEA Liquid, CARDEA IOPS, CARDEA Z440, C440, A440, Z44Q, Z340, Z330
	T-CREATE	CLASSIC PCI-E
Twelve-Year (12-yr) Warranty*	T-CREATE	EXPERT Series (2.5" SATA 、PCI-e)

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-M141

AIO Liquid Cooler

- If there are damages to the AIO Liquid Cooler within the scope of the warranty and warranty period, you may file an application to replace components. Consumable accessories such as adapter cords, adapters, power cords, screws, clasps, and gaskets are not within the scope of the warranty.
- TEAMGROUP reserves the right to withhold warranty services if the serial number has been removed, damaged or cannot be identified due to intentional obstruction.
- The warranty does not cover the product's software or any damages caused by misuse, natural or artificial disasters, unauthorized changes, repairs, reassembly, or alterations. Please install the AIO Liquid Cooler according to instructions from the attached manual or the TEAMGROUP website.
- The warranty does not cover malfunctions or failures from external factors such as dust, humidity, liquid damage, or damages from improper shipping and handling (please make claims to the shipping company).
- TEAMGROUP applies pioneering technology to update products to ensure TEAMGROUP can meet market demands. As such, TEAMGROUP reserves the right to make changes and alterations or terminate outdated models without prior notice. If the model is discontinued, TEAMGROUP reserves the right to decide whether to repair the product or replace the product with an equivalent product. In the event that there are no equivalent products, TEAMGROUP may choose to refund you with an amount less than the purchase price or equivalent to the product's current value.
- For any matters not mentioned herein, please feel free to contact <https://www.teamgroupinc.com/en/support/> and provide a detailed description of your problems and proof of purchase.

07. Warranty Policy of Industrial Products

I. Duration of Warranty

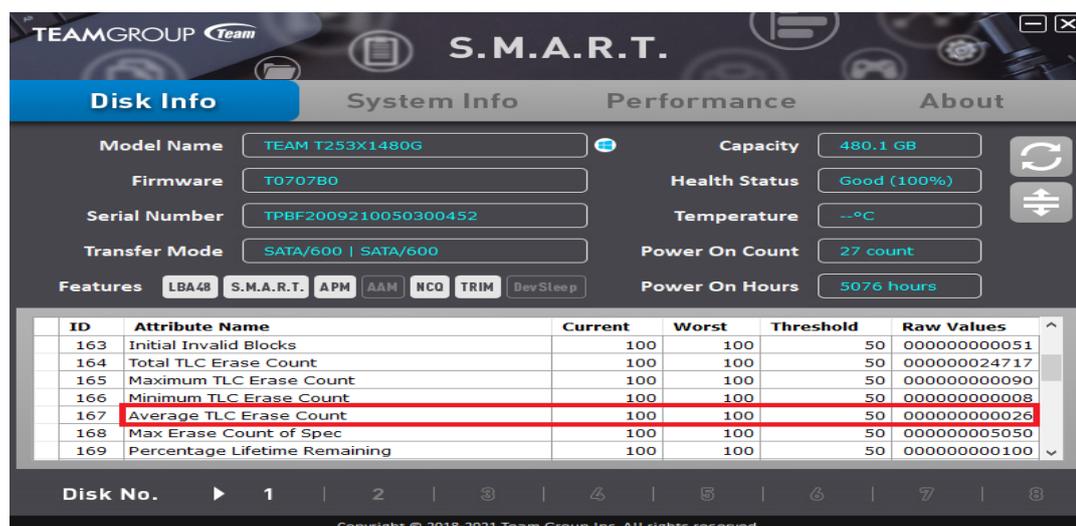
Duration**	Product categories	Series
Three-Year(3-yr) Warranty*	3D TLC Products	SSD : S52X /S53X /S54X /N52X / N43X/ N54X /S74X / S75X Card : SD/microSD D5XX series
	MLC Products	Card : SD/microSD D7XX series
Five-Year(5-yr) Warranty*	SLC Products	Card : SD/microSD D900 series CF P9X / F9X series
Lifetime Warranty*	All DRAM products	All DRAM Products Series

*The above exemption fees are limited to defects or abnormalities caused by non-human factors.

- TEAM SSD provides limited warranty or TBW warranty base on which occurs first. Any improper action that causes the flash to exceed the lifespan limitation will not be warranted. (When the flash exceed the maximum erase count, Erase Count MLC:3,000 times, SLC: 60,000 times, High Endurance 3D TLC(10K): 10,000 times, Industrial 3D TLC: 3,000 times) The erase count judge standard is to use TEAMGROUP official released SMART tool*.

See the example below

***Average erase count: Average TLC Erase Count = 0026; the maximum erase count is 26 times.



SMART tool screen example for reference

**To identify manufacture date from PN and SN label:

The first to 4th digits in the serial number indicate the year and month (week) of production, for example:

SD Card - "2021" means 2020 and 21 weeks. ; MICRO SD CARD-"2022" means 2020 and 22 weeks

CF Card - "S/N: 141222001P00001" indicates Year 2014 and December.

M.2 SSD - "S/N: 200817024S0009" indicates Year 2020 and August.

2.5"SSD - "S/N: 200817024S0004" indicates Year 2020 and August.

See the example below

SD Card



MICRO SD Card





CF Card



M.2 SSD



2.5" SSD



II. DOA Policy

All TEAMGROUP manufactured industrial products are under DOA “defect on arrival” policy within 45 days from the invoice date. This does not apply to any products that have been repaired, misused, or any other improper actions that lead to malfunction on the customer site. TEAMGROUP will provide a replacement product to customer in a timely manner after TEAMGROUP Inc. receives the defective sample. Products that have been in use beyond the DOA period will only be repaired under the terms of the TEAMGROUP warranty statement.

III. Product Change Notice (PCN) / Product End Of Life (EOL)

TEAMGROUP will provide 3 months’ notice before the last day a product can be ordered. Modifications a product may be subject to include replacement of essential component(s), product enhancement, etc. Customers can continue to place orders for these products after receiving the PCN or EOL. TEAMGROUP does not accept orders received after the PCN or EOL effective date.

IV. REMARKS

TEAMGROUP is obligated to provide warranty service, but the related cost of replacing material and components will be charged if the Duration and Warranty Terms does not apply. Please refer to TEAMGROUP for further details regarding

these charges.

- **In-warranty service:** If the product was serviced or replaced within the original warranty period, TEAMGROUP will issue service free of charge, or you will receive a replacement of your original product.
- **Out-of-warranty service:** If the product was serviced out of the original warranty period, you will be charged a fee, and the serviced device will have **an additional half year** warranty.

08. Standard Procedure of Claiming Warranty

For damage caused by deficient manufacturing processing or poor materials, TEAMGROUP will take responsibility for providing free maintenance. The procedures are as follows:

Send the defective product back to the TEAMGROUP dealer where it was purchased. Fill out the maintenance form of TEAMGROUP dealer, in which specify in detail the product's model, serial number, date of purchase and describe the trouble you came across. 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. We will reserve the right to claim warranty if package has been damaged due to man-made abnormal situation. After we receive and confirm the product requested for maintenance if the damage is due to the deficient manufacturing process or poor materials, we will immediately send you a well-functioned product to save your waiting time. Regardless of the replacement or refund, the products and accessories sent for repair will become the property of TEAMGROUP.

For customers from other countries, you may have to pay for return shipment freight. TEAMGROUP will pay for the freight charge when we return the repaired or replacement products to your side. However, local charges could be unexpected. This depends on the local customs to judge whether to charge you for related fees under the name of customs fee, import fee, duty fee, etc.

09. Repair and Replacement Guidelines

Customers with TEAMGROUP manufactured products are entitled to repairs or replacement of product within the duration of the warranty. Replacement products are guaranteed to have similar or exact specification items and components. In the event of a warranty request for a product that has been discontinued or is no longer serviced, TEAMGROUP will, at its discretion, offer a comparable substitute product instead of repairing the item under warranty. As for products that are no longer under production and unable to be maintained a refund of depreciated market price will be made to the product purchaser. 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.

10. 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 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.

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.