

TEKQ Warranty Policy

Issued by TEKQ Technical Department

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1. Warranty Introduction

This warranty is subject to the conditions and limitations set forth herein.

TEKQ International CO., Ltd ("TEKQ") warrants and tests the Product to be free from defects in material and workmanship and to conform to published specifications. During the warranty period, should the Product fail under normal use in the recommended environment due to improper workmanship or materials, TEKQ will repair the Product or replace it with a comparable one.

This warranty is for a specific period from the date of purchase. Proof of date of purchase is required. TEKQ will inspect the Product and make the decision regarding repair or replacement. TEKQ reserves the right to provide a functionally equivalent refurbished replacement Product.

This warranty does not apply to Product failure due to accident, abuse, mishandling, improper installation, alteration, acts of nature, improper usage, or problems with electrical power. In addition, TEKQ is not responsible for any data recovery in the event of a defective flash memory or hard drive. The Product must be used with devices that conform to the recommended industry standards. TEKQ will not be liable for damages resulting from a third party device that causes the Product to fail. TEKQ shall in no event be liable for any consequential, indirect, or incidental damages, lost profits, lost business investments lost goodwill, or interference with business relationships as a result of lost data. TEKQ is also not responsible for damage or failure of any third party equipment, even if TEKQ has been advised of the possibility. This limitation does not apply to the extent that it is illegal or unenforceable under applicable law.

The limited warranty is exclusive, with no other warranties, implied or statutory, including, but not limited to any implied warranty of merchantability or fitness for a particular purpose. This warranty is not affected in any part by TEKQ providing technical support or advice.

2. Product Return:

For the RMA Return, please follow with TEKQ RMA return procedure to ensure the RMA good will be receive correctly and return correctly to customer on time.

3. Steps to a Smooth Product Return

(A)By Fax

The preferred method! Fax your request using our RMA request form (available from your sales representative). We will get back to you promptly by either fax or email to give you an RMA number for returning the goods.

(B)By E-mail

The efficient method! Please provide the TEKQ invoice number and part number, and email us to describe the situation. You will be issued an RMA number, once the problem is confirmed.

(C)By Phone

Before you call, have the TEKQ invoice number and part number ready. Call us during working hours, and describe the situation. You will be issued an RMA number, once the problem is confirmed.

***RMA numbers are important**

When you return the product to us, you must write the RMA number clearly on the outside of the box. Products should arrive at our facility within 14 days of the date we issued the RMA number.

4. Warranty Claim Requirements

When sending a defective product to TEKQ, it is required that customers provide prepaid freight and insurance. Shipped products must be properly packaged to prevent damage during transit. You must also include proof of the date of original purchase as evidence that the returned product is within the applicable warranty period.

5. Replacement, Repair and Refund Guidelines

TEKQ will not provide credit to customers for TEKQ Flash Cards, but will provide replacement or repair.

***Beyond warranty period - outside warranty**

TEKQ will repair a defective product even beyond warranty, however, the customer will be charged for the cost of labor and replaced parts if the defective product was returned beyond the applicable warranty period.

6. Exceptions to the Foregoing Guidelines

TEKQ warrants that its products are free from defects in material and workmanship. Please note that should the product defect be caused by any of the following factors, TEKQ is not responsible:

***Mishandling during shipment.**

***Any visible physical damage like sticker removed, dent, and seriously scrape on the surface.**

***Abuse, misuse, neglect, repair or modification by users.**

***Not following instructions in the user's manual correctly.**

7. Limitation of Liability

TEKQ shall in no event be liable to buyers or any third party for any consequential, indirect or incidental damages, including but not limited to loss of profits, loss of business investment, loss of goodwill, and/or interference with business relationships. TEKQ shall not be liable in the event that its products cause any damage or failure of other equipment.

8. RMA Request Form for Repair or Replacement

Please download the RMA Request Form attached file.