



Graphics Cards Products

PNY Technologies Asia Pacific Limited (PNY Asia) provides a limited warranty services for PNY Asia products with original end-user. The products must be bought from authorized Agents, system builders, and distributors. For the RMA request, you must contact the seller from which you purchased the applicable product, or a PNY Asia-authorized distributor in your particular country.

Limitations

No warranty service is provided unless the product is returned to an authorized agent or authorized distributor in the region. If product is not manufactured by PNY Asia, please contact the shop of purchase or the cooperative partner manufacturer directly for warranty service. Product failure can result in loss, deletion, corruption or alteration of data (data loss). PNY Asia is NOT liable for data and/ or any other loss in connection with the product, regardless of any cause. We highly recommend that you maintain a verified back up of all data on the product as a safeguard against data loss.

PNY Asia does not provide warranty coverage for product damaged, broken, opened where product coverings, sticker-labels or product housing is deemed tampered with at PNY Asia's sole discretion. PNY Asia product warranties do not include product-accessory parts.

PNY Asia's sole obligation under this warranty is to replace or, at its option, to repair, free of charge, all the product's defective parts. This warranty applies only on the condition that the product has been installed, maintained and operated under conditions of normal use and in accordance with the installation guide provided herewith. The provisions of this warranty shall not apply if, in PNY Asia's sole judgment, the product has been subject to misuse or neglect, improper installation, damaged in an accident, or repaired or altered in any way that affects its performance or reliability.

THIS WARRANTY SHALL NOT APPLY WHERE PRODUCT(S) ARE USED TO ANY DEGREE, OUTSIDE OF NORMAL INTENDED USE, WHICH SHALL INCLUDE BUT ARE NOT LIMITED TO "MINING" (e.g., Cryptocurrency, Data Mining, Mining Farms).

Disclaimers

This warranty does not apply to product failure caused by accidents, abuse, mishandling, improper installation, alterations, acts of nature, improper usage, and problems with electrical power. In addition, opening or tampering with the product casing, or any physical damage, abuse or alteration to the product's surface, shall be excluded from this warranty. PNY Asia products must be used with devices that conform to recommended industry standards. PNY Asia shall not even be liable for any consequential,



indirect, or incidental damages, lost profits, lost business investments, lost goodwill, or interference with business relationships as result of lost data. PNY Asia is also not responsible for damage or failure of any third party equipment, even if has been advised of the possibility.

PNY Asia does not provide service under circumstances other than previously mentioned in the warranty policy, nor carry any other implicit, explicit, or subsidiary obligation in the warranty policy. Please refer to, and only to, the warranty policy for PNY Asia's service obligation. The above warranty terms are unique and all. It will replace the warranty terms and supersede any other promise in oral or written form in connection with warranty.

PNY Asia may access the data and information stored in the product ("consumer Information") and may be aware of the content thereof during the process of performing this warranty service. PNY Asia hereby agrees that PNY Asia will not disclose any consumer Information to any third parties without your prior written consent, except PNY Asia's employees who need to access the consumer Information for the purpose of providing this warranty service with the product.

Warranty Claim Procedures and Requirements

For end-user, warranty coverage requires proof of purchase documentation evidencing the date of purchase (sales receipt or invoice) and original packaging. All Asian countries' customers, please contact your local authorized Agent or authorized distributor to arrange a Return Material Authorization ("RMA"). If there is no authorized Agent or authorized distributor in your local jurisdiction, please contact us at twcsr@pny.com or visit us at www.pny.com.tw

For Asian authorized agent, please fill in a Return Material Authorization ("RMA") online at www.pny.com.tw to get a RMA number for return. Once you have obtained an RMA number from PNY Asia, you must send the RMA goods to PNY Asia within three (30) days. You are responsible for one-way shipping costs. When shipping from outside of Taiwan, this cost will include freight, duty, customs fees and taxes. All pricing is in USD. RMA goods shipped to PNY Asia must be properly package to prevent damage in transit. The PNY Asia's RMA number must be prominently displayed on the outside of the package. If you send your product to PNY Asia without the RMA number prominently displayed on the outside of the package, then the package can be returned to you unopened.

Product warranty period

Regarding to the product warranty period, please refer to the instructions on the package, or the product overview on the PNY Asia website.

Free Technical Support



If you have trouble for use of PNY Asia product, you could contact PNY Technical Support directly by calling or email:

Asia

Free phone: +886-800-012-358

Mailbox: twcsr@pny.com

China

Calling: +86-800-830-9243

Mailbox: cncsr@pny.com

Europe

Online mail: www.pny.eu/en/support/support-form

United States and Canada

Calling: +1 (800) 234-4597

Online mail: www.pny.com/support/contact-us/e-mail-tech-support

For warranty and product information, please visit Taiwan website at www.pny.com.tw. The PNY logo is a trademark of PNY Technologies, Inc., and other trademarks are owned by their respective companies.