

# **Crucial warranty**

## **LIMITED LIFETIME WARRANTY – CRUCIAL® MEMORY**

Micron Consumer Products Group (Micron CPG) warrants to the original end customer ("you") that its Crucial-branded memory products are free from defects in material and workmanship affecting form, fit, and function. Any claim alleging that any product fails to conform to the foregoing warranty may be made only by the customer who purchased such product and only while such customer owns such product. Micron CPG, at its option, will repair, replace, or provide an in-store credit or refund of either the original purchase price or fair market value, whichever is lower, of any product that is determined by Micron CPG to be defective during the warranty period.

With respect to Crucial Ballistix® memory products, Micron CPG warrants to the original end customer that its products are free from defects in material and workmanship affecting form, fit, and function. All such products sold will meet the datasheet specifications as found on its web page ([www.crucial.com/ballistix](http://www.crucial.com/ballistix)). Any claim made alleging that any product fails to conform to the foregoing warranty may be made only by the end customer who purchased such product and only while such customer owns such product. Micron CPG, at its option, will repair, replace, or provide a credit or refund of either the original purchase price or fair market value, whichever is lower, of any product that is determined by Micron CPG to be defective. Some system configurations may not be designed to operate or may not operate at the published Crucial Ballistix memory speed and timing settings. Overclocking, running your system faster than the speed for which it was designed or the published speed, or otherwise modifying your system timing may result in damage to computer components, and Micron CPG disclaims any and all liability for such damage.

## **LIMITED THREE YEAR WARRANTY – CRUCIAL® SSDs**

Micron Consumer Products Group (Micron CPG) warrants to the original end customer ("you") that its Crucial-branded solid state drive products are free from defects in material and workmanship affecting form, fit and function. Any claim must be made within three (3) years from the original date of purchase, and Micron CPG shall have no liability thereafter. Any claim alleging that any product fails to conform to the foregoing warranty may be made only by the customer who originally purchased such product and only while such customer owns such product. Micron CPG, at its option, will repair, replace, or provide an in-store credit or refund of either the original purchase price or fair market value, whichever is lower, of any product that is determined by Micron CPG to be defective during the warranty period.

## **LIMITED ONE YEAR WARRANTY – CRUCIAL® FACTORY RECERTIFIED SSDs**

Micron Consumer Products Group (Micron CPG) warrants to the original end customer ("you") that its Crucial-branded factory recertified solid state drive products are free from defects in material and workmanship affecting function. Any claim must be made within one (1) year from the original date of purchase, and Micron CPG shall have no liability thereafter. Any claim alleging that any product fails to conform to the foregoing warranty may be made only by the customer who originally purchased such product and only while such customer owns such product. Micron CPG, at its option, will repair or replace any product that is determined by Micron CPG to be defective during the warranty period. Information on Warranty Replacements Products presented for repair or replacement may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Please ensure that you have saved the data stored on the product elsewhere and then delete all such data from the product prior to returning it for repair, replacement, refund or in-store credit. You must have proof of purchase and obtain warranty service authorization from Micron CPG, including a Return Materials Authorization (RMA) number within the applicable warranty period before returning defective products to Micron CPG.

### **Inspection and Return Procedures**

If you experience any problems with a Crucial memory product or SSD within 30 days of purchase, please contact the place of purchase for return procedures. If you purchased the product directly from Micron CPG, inspect the product within 45 days of receipt (30 days for factory recertified SSDs), such period being a reasonable period to examine the product for defects or shortfalls, and notify Micron CPG promptly of any nonconformance. Failure to notify Micron CPG or the original retailer within the above time periods will constitute acceptance of the product for all purposes. No product may be returned for any reason without obtaining a Return Material Authorization (RMA) from Micron CPG. You are responsible for returning the product to Micron CPG at your risk and expense. You are responsible for any duties and taxes due on replacement product sent from Micron CPG. Refunds are only applicable to new product purchased directly from Micron CPG and within 45 days of purchase for new memory or new SSDs.

#### **To obtain a Return Material Authorization (RMA) number**

for your defective product, use the chart below to find your region-specific website ("RMA Website") where you can quickly get an RMA number. You can also obtain an RMA number by contacting a customer service representative, but you will receive the fastest possible service online. Once you have an RMA number, package your defective product according to the instructions in the section below ("How the Return Process Works"). Any return of the product (with proof of purchase) should be made in a timely manner and at your expense.

|              | COUNTRY                    | RMA WEBSITE                   | PHONE               | TOLL-FREE        | EMAIL                          |
|--------------|----------------------------|-------------------------------|---------------------|------------------|--------------------------------|
| AMERICAS     | U.S. and Canada            | crucial.com/usa/en/returns    | (208) 363-5790      | 1 (800) 336-8915 | crucsupport@micron.com         |
|              | All others                 |                               | (208) 363-5790      | N/A              | crucsupport@micron.com         |
| EUROPE       | U.K.                       | uk.crucial.com/gbr/en/returns | +44 (0) 1355 586100 | 0800 013 0330    | crucialeusupport@micron.com    |
|              | France                     | crucial.fr/fra/fr/returns     | +44 (0) 1355 586083 | 0805 10 29 63    | crucialsupportfr@micron.com    |
|              | Germany                    | eu.crucial.com/eur/en/returns | +44 (0) 1355 586086 | 800 986487       | crucialberatung@micron.com     |
|              | Italy                      | it.crucial.com/ita/it/returns | +44 (0) 1355 586087 | 0800 588 7928    | crucialsupportit@micron.com    |
|              | All others                 | eu.crucial.com/eur/en/returns | +44 (0) 1355 586100 | N/A              | crucialeusupport@micron.com    |
| ASIA PACIFIC | China                      | crucial.com/usa/en/returns    | +86 21 6103 3333    | N/A              | crucialcnsupport@micron.com    |
|              | Japan                      |                               | +81 3 5439 3400     | N/A              | crucialjapansupport@micron.com |
|              | Australia* and New Zealand |                               | +61 2 8923-4500     | 1 (800) 142982   | crucialausupport@micron.com    |
|              | All others                 |                               | (65) 6278-2425      | N/A              | asiacrucialsupport@micron.com  |

**\*For Products Purchased in Australia:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits under our limited warranty are in addition to the other rights and remedies under applicable law in relation to the products. If you believe you have a claim under this limited warranty or any mandatory statutory guarantees or warranties, you should contact your local authorized Crucial dealer from which you purchased the product or contact Micron CPG.

## How the Return Process Works

Ship the product in question to Micron CPG in its original packaging and enveloped in the original antistatic bags (product to be shipped at your expense). Micron CPG will not be responsible for damaged parts if you don't follow this process. Please retain shipping information, including tracking numbers, until your account has been credited by Micron CPG or replacement product is received. If Micron CPG determines that failure of the product was not a result of a defect in materials or workmanship, Micron CPG reserves the right to charge you either (1) for parts and labor at Micron CPG's then-current labor rate or (2) a 20% restocking fee. Micron CPG will advise you prior to assessing these charges. Any product returned to Micron CPG shall become the property of Micron CPG. All returns are subject to Micron CPG's standard RMA Terms and Conditions which can be found online at [www.crucial.com/support](http://www.crucial.com/support). Returned products must be shipped prepaid and packaged appropriately (at your expense), and it is recommended that they be insured or sent by a method that provides for tracking of the package. Micron CPG is not responsible for any product that is lost or damaged in transit.

## General Terms of Warranty

Micron CPG reserves the right to substitute functionally equivalent new or serviceable used parts. Micron CPG does not warrant against loss of any data or images, and assumes no liability for such loss. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF NON INFRINGEMENT, ARE DISCLAIMED TO THE EXTENT PERMITTED BY APPLICABLE LAW.

This warranty gives you specific legal rights, and you may also have other rights, which vary by jurisdiction. This limitation does not affect your statutory rights. TO THE EXTENT PERMITTED BY LAW, IN NO EVENT WILL MICRON CPG BE LIABLE FOR ANY LOST IMAGES, DATA, REVENUE OR PROFIT, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, HOWEVER CAUSED REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF OR RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF MICRON CPG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL MICRON CPG'S LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT.

The above 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 Micron CPG or a Micron CPG-authorized third party service provider.

The foregoing limitations will apply even if any warranty or remedy provided under this Agreement fails of its essential purpose. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**[www.crucial.com/support](http://www.crucial.com/support)**

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