

# Cervoz Warranty Policy

## **I. Warranty Agreement**

Cervoz’s products are warranted against manufacturing defects in materials and workmanship starting from the date of delivery. The actual warranty period varies with the product categories. During the warranty period, we shall, at our discretion, repair or, replace the product, or refund the price on products that prove to be defective under normal operation.

## **II. Product Warranty Durations**

Product Categories	Warranty Duration
SSD / Memory Card / Embedded Module Supreme Series (SLC)	5 Years
SSD / Memory Card / Embedded Module Reliance Series (RO-MLC)	3 Years
SSD / Memory Card / Embedded Module Momentum Series (MLC)	3 Years
SSD / Memory Card / Embedded Module Titan Series (TLC)	3 Years
SSD / Memory Card / Embedded Module Titan Series (eTLC)	5 Years
RAM Module All Series	Lifetime
Expansion Card (Except Wifi Series)	3 Years
Expansion Card Wifi Series	1 Year
All Accessories	1 Year

### III. Definition of Duration of Warranty

The warranty duration is from the date of initial purchase. Invoices or shipping documents may be required to prove eligibility.

### IV. Warranty Terms

- **In-warranty service:** If the product was serviced or replaced within the original warranty period, Cervoz will issue service free of charge, or the customer will receive a replacement of the original product. If the product was sold with an accessory, please return the full set; do not separate the products.
- **Out-of-warranty service:** If the product was serviced out of the original warranty period, the customer will be charged a fee, and the serviced device will receive an additional half-year warranty.

### V. Repair and Replacement Guidelines

Cervoz-manufactured products are entitled to repairs or replacement of products within the duration of the warranty. Replacement products are guaranteed to have similar or exact specification items and components.

### VI. The Warranty is NOT subject to the following conditions:

1. Defects, malfunctions, or failures of the warranted product caused by damage resulting from natural disasters (such as by lightning, floods, earthquakes, etc.), environmental and atmospheric disturbances, and other external forces such as power line disturbances, plugging the board in under power, or incorrect cabling, and damage caused by misuse, abuse, and unauthorized alteration or repair, and the product in question is either software or an expendable item (such as a fuse, battery, etc.)
2. Any damage caused by any research or development usage or professional testing/examination.
3. Cervoz sticker or logo is removed or damaged in any way beyond identification.
4. Manufactured products were misused or abused due to non-compliance with the Cervoz's product manual.
5. Any damage caused by a computer virus.
6. Any damage caused by exposure to improper environments for the specified device, such as high temperature, high humidity, etc.
7. Any improper action which causes the flash to exceed its life limitation.  
(Erase Count: TLC:3,000 times, eTLC:7,000 times, MLC:3,000 times, RO-MLC:20,000 times, SLC:60,000 times )

## VII. Return Material Authorization (RMA) Request Procedure

Please refer to <https://www.cervoz.com/support/rma-policy> for details.

### REMARKS

1. Cervoz does not warrant, and shall not be held responsible for any loss of data/software stored or installed in any manufactured products, including returned units.
2. The Cervoz RMA department will make the final decision on replacing the RMA product with an equal or better replacement.

Cervoz Technology Co., Ltd.  
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