

Limited Five Year /Usage-based Solid-State Drive (SSD) Warranty:

Verbatim Americas LLC warrants this SSD product to be free from defects in material and workmanship under normal use and service for a period of five years from the date of purchase, or, if earlier, until the date on which the usage of the SSD as measured by the Verbatim SSD Utility software reaches no remaining life (“the Warranty Period.”) The Verbatim SSD Utility software can be downloaded for free by end users on the Verbatim website at www.verbatim.com.

Terabytes Written (TBW) is defined as the total amount of data in terabytes that can be written to a SSD before the SSD may begin to become unreliable. The SSD’s remaining life metric determines remaining SSD life span by comparing the SSD’s maximum TBW rating to actual terabytes written. Verbatim SSDs covered by this warranty have maximum TBW ratings that can be accessed on the respective product specification sheets located at www.verbatim.com. The SSD’s remaining life begins at 100% and will decrease to zero (0%) as the end user utilizes the SSD.

Verbatim only provides this warranty within the Warranty Period to the original owner of the product. Any products purchased via secondhand sources are not covered by this warranty. If this product is found to be defective within the Warranty Period, it will be replaced or repaired by Verbatim. You may return it with your original cash register receipt to the place of purchase or contact Verbatim. In the U.S. and Canada, call 800-538-8589. Product replacement or repair, at Verbatim’s option, is your sole remedy under this warranty, and this warranty does not apply to normal wear or to damage resulting from abnormal use, misuse, abuse, neglect or accident, changes or repairs made by you or third parties, or to any incompatibility or poor performance due to the specific computer software or hardware used.

Verbatim's warranty obligations hereunder are expressly conditioned upon (i.) the Products being properly installed, used and maintained at all times by Customer; (ii.) the Products not being subject to unusual mechanical stress or unusual electrical or environmental conditions or other acts of God; (iii.) the Products not being subjected to misuse, accident or any unauthorized installation/deinstallation, repair or modification by Customer or other third party; and (iv.) Customer promptly installing all Product revisions that have been released for such Products by Verbatim throughout the warranty term. Verbatim does not warrant that the Products will operate in any specific combination that may be selected for use by Customer or that the operation of the Products will be uninterrupted or error free, or that all nonconformance or defects will be remedied. Additionally, Verbatim shall have no warranty obligations for any failure of the Products to conform to the applicable product specifications resulting from the combination of any Product(s) with hardware and/or software not supplied by Verbatim. If it is determined that any Product(s) reported as defective or non-conforming by Customer during the warranty period is not defective or non-conforming, Verbatim may, at its option, charge Customer for any labor provided and expenses incurred by Verbatim in connection with such determination, at Verbatim's then current rates. Verbatim is not liable for any damage to or loss of any programs, data, or other information stored on any media contained within the Verbatim hardware product, or any non-Verbatim product or part not covered by this warranty. Recovery or reinstallation of programs, data or other information is not covered under this Limited Warranty. Verbatim shall not be responsible for unauthorized or gray market sale or misrepresentation by unauthorized third party resellers. Verbatim

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Return Procedure:

The Customer shall obtain a Return Merchandise Authorization (RMA) number from Verbatim prior to returning any Equipment to Verbatim under this warranty by contacting Technical Support (see www.verbatim.com/support). The Customer shall prepay shipping charges for Equipment returned to Verbatim for warranty service, and Verbatim shall pay freight charges for the return of the Equipment to the Customer, excluding customs duties or taxes, if any. All returns require a dated original proof of purchase and a letter explaining the problem. Before you deliver your product for warranty service it is your responsibility to backup all data, including all software programs. You will be responsible for reinstalling all data. Data recovery is not included in the warranty service and Verbatim is not responsible for data that may be lost or damaged during transit or a repair. Verbatim will not be responsible for items returned without an RMA or improperly packaged. Replacement Equipment shall be new or like new in performance and shall be warranted for the remaining duration of the warranty term of the non-conforming Equipment. All replaced Equipment shall become the property of Verbatim. Any claims of defects not made within the warranty period shall be deemed waived by Customer.