



AGI Solid State Disk Manual

For more detailed warranty information, please visit www.agi-gear.com

AGI Product Warranty Policy

Agile Gear International (hereinafter referred as "AGI") warranted that all AGI products are fully tested, and in compliance with the published product specifications. During the warranty period, should your AGI product(s) fail under normal use in the recommended environment, AGI will provide warranty service pursuant to the following terms and conditions (hereinafter referred as the "Warranty Service"). AGI may update the terms and conditions of this Warranty Service from time to time. Please refer to the latest version published on this website.

Warranty period of the Product

3-year warranty. (Starting from the original purchase date. Proof of the original purchase date is required for this Warranty Service.)

Online Registration for Product Warranty

To obtain better AGI's product services, please access to <https://www.agi-gear.com> to register your AGI product within 7 days of the purchase date.

Warranty Identification

The original warranty stickers affixed to the product.

Product Repair Time

7-14 days (may vary by country)

AGI will inspect the AGI product and in its sole discretion repair or replace it with a new/refurbished product. AGI may also provide a functionally equivalent AGI production as replacement, or refund or credit the current value of the AGI product at the time the warranty claim is made. Partially due to supply unavailability or product discontinuation, AGI will upgrade and charge the price difference accordingly. AGI reserves the right to make the final decision, and any decision made by AGI shall be the final conclusion.

Defect on Arrival

AGI will provide new product replacement services

Please Note! New product replacement must meet the following conditions:

- (1) Determined broken or defective by AGI after inspection.
- (2) Within 7 days of AGI's shipment day, and provide proof of delivery (packing list or invoice)
- (3) Include all the accessories in complete packaging, with no exterior damage.

Under Warranty Period

Please return the product to AGI directly or through the dealer originally purchased from.

Out of Warranty Period

If the returned defective product is out of the warranty period provided by AGI or caused by “unnatural factors”, for AGI products not applicable to warranty service, AGI reserves the right to refuse to provide inspection, repair, or replacement service. If AGI decides to provide related service, additional fees will be charged.

Repair Terms and Conditions

1. The user should make periodic backup of the data, AGI is only responsible (storage hardware) for inspection (the data stored on the storage hardware will be erased during the inspection process), therefore AGI shall not be liable for protection and storage backup of internal data, related software and programs on the returned storage hardware, also not liable for the damages of related data, software, and programs caused by improper usage of the product. Please understand that AGI does not provide service for “circuit board replacement.”
2. Please maintain the completeness of the SSD product when sending for inspection, and provide clear details of the defective products, to expedite the actual inspection process.
3. Please use the original packaging box (case), suitable carton box, or use bubble wraps and other packing materials to protect properly, to avoid damage or scratch to the product casing.
4. Please include all the accessories in complete packaging when sending the returned product for repair.

Limitations

This Warranty Service only applies to the AGI product itself, and excludes the Additional Parts (“Additional Parts” shall mean the application kits included with the AGI product and not independently sold by AGI, such as card adapters, cables, and others) unless otherwise regulated. For any software or digital content used in conjunction with the AGI product, or its updated/upgraded version thereof, whether it is in disc, preloaded, or downloadable from website, its installation, usage, removal, or compatibility issue is not covered under this Warranty Service. Unless subject to other written agreements, AGI does not provide services of installing or testing the AGI product on or removing it from other devices, the aforementioned

services are also not a part of the warranty service. This Warranty Service does not apply to any inaccessible or lost data or AGI product failure caused by any force majeure event, accident, abuse, mishandling or improper usage (including the use contrary to the product description or instructions, outside the scope of the product's intended use, for tooling or testing purposes, or product modification), alteration of components/accessories, abnormal mechanical or environmental conditions (including prolonged exposure to humidity or extreme temperature), acts of nature, improper installation (including connection to incompatible equipment), problems with electrical power (including under voltage, overvoltage, power supply instability, or lithium battery being charged for too long), abnormal internet connection or other similar factors. Damage or alteration to AGI's warranty, product serial number, electronic code or otherwise, unauthorized repair or modification, any physical damage to the AGI product or unauthorized opening of or tampering with the AGI product casing will also void this Warranty Service. This Warranty Service shall not apply to the transferees of the AGI products and/or anyone who stands to profit from this Warranty Service without AGI's prior written authorization.

Disclaimer

We strongly recommend that you regularly backup all your data from the AGI product. AGI shall not be liable for any damage to or loss of any program or data stored on the failed AGI product and shall not be responsible for data recovery, backup, or any charge(s) arising therefrom. AGI shall in no event be liable for any defect, damage or data lost arising from the delivery for repair/replacement. To the fullest extent permitted by applicable law, AGI disclaims any infringement, consequential, or incidental damages, including but not limited to lost profits, lost business investments, lost goodwill, or damage as a result of lost passwords or data. AGI shall also not be responsible for failure of any third party equipment, even if AGI has been advised of the possibility. AGI shall not be liable for any personal injury or death, or any loss or damages to property arising from the AGI product being used in a situation which personal injury death is likely to occur, including but not limited to medical or medical-related equipment, military or military-related equipment, aircraft, traffic control equipment, disaster prevention systems, combustion control system, and nuclear energy system.