ADVANTEC INNOVATIONTECHNOLOGY CO., LTD.
3F, No. 86-5, Yiwen 1st st., Taoyuan Dist., Taoyuan City
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AITC Memory and Solid State Drive Product Warranty Policy

Thank you for choosing products from **Adventec Innovative Technology Co., Ltd.** (hereinafter referred to as "AITC").We are committed to providing high-quality products and after-sales service. If a product fails under normal use during the warranty period and the damage is not caused by human error, AITC will provide repair or replacement services in accordance with the following policy.

I. Warranty Scope and Coverage

Warranty service is available for AITC original Memory Modules (RAM) and Solid State Drives (SSD) that meet the following criteria:

1. In-Warranty: Non-accidental/physical damage under the following conditions
    - Failure occurs under standard operating conditions within the warranty period.
    - No signs of physical damage, unauthorized disassembly, or modification.
    - Serial Number (S/N) and product labels must be intact and legible.
    - Usage of SSDs remains within the rated TBW and lifespan.
    - No evidence of overclocking, firmware tampering, or non-standard usage.
2. Out-of-Warranty: Physical or human-caused damage under the following conditions
    - Damage from drops, impacts, compression, or fire.
    - Fractures, severe gold finger scratches, corrosion, or oxidation.
    - Unauthorized disassembly, modification, re-soldering, or firmware tampering.
    - Damage from liquid, moisture, lightning, or natural disasters.
    - Missing, illegible, or tampered S/N and product labels.
    - Abnormal usage (e.g., crypto mining) or improper installation.
    - SSD exceeds rated TBW or S.M.A.R.T. wear limits.
    - All other cases defined in the

      " AITC SSD & DRAM Non-Warranty Inspection Guidelines " (Page. 4)

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II. Warranty Period [*1]

KINGSMAN GAMING（Consumer）		AITC Industry（Industrial）	
Memory Modules	Limited Lifetime Warranty	Memory Modules	3-Year Limited Warranty
RGB Memory Modules	5-Year Limited Warranty	SATA Solid State Drives	3-Year Limited Warranty
Solid State Drives (SSD) [*2]	5-Year Limited Warranty or TBW[*3] threshold	NVMe Solid State Drives	3-Year Limited Warranty or TBW[*3] threshold

[*1] Actual warranty terms are based on the product packaging.

[*2] Includes 2.5-inch, M.2 SATA, and M.2 NVMe form factors

[*3] Total Bytes Written

※Disclaimers & Clarifications※

Limited lifetime warranty refers to the period the product is actively manufactured and commercially available. If a product is End-of-Life (EOL) or an identical specification is unavailable, AITC reserves the right to provide an equivalent substitute or a pro-rated credit.

III. Warranty Claim Procedure

1. Contact Support: Provide the Product Serial Number (S/N), proof of purchase (invoice/receipt), and a description of the issue.
2. Verification: Upon review, customer service will provide an online RMA (Return Merchandise Authorization) form.
    - **For Taiwan Customers:**
      Products sent without prior verification that are found to be "No Fault Found" (NFF) will incur return shipping costs to be paid by the customer.
    - **For Hong Kong & Macau Customers:**
      Packages sent without using AITC-arranged logistics will be rejected.
3. Testing: Testing and processing will be completed within 7–10 working days upon receipt.
4. Resolution: Valid claims will receive repair or replacement; invalid claims will be notified of alternative handling.

IV. Additional Provisions

1. AITC does not provide data backup or recovery services. Regular data backups are recommended.
2. This policy applies only to products purchased through AITC or authorized channels.
3. AITC reserves the right to amend these terms at any time without prior notice.

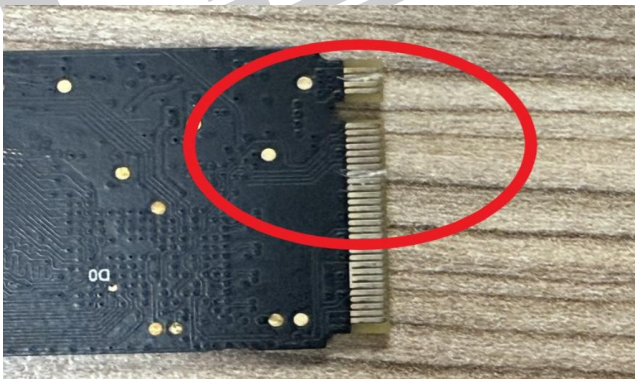
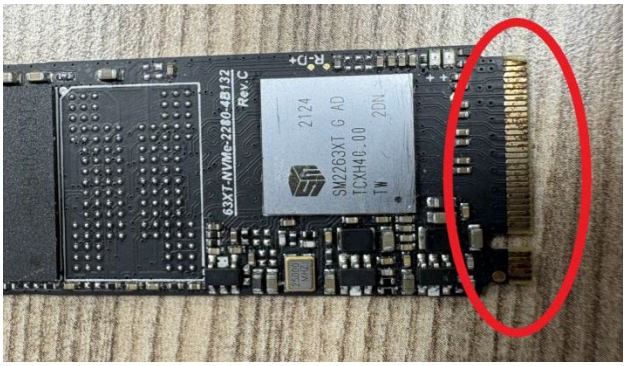
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AITC SSD & DRAM Non-Warranty Inspection Guidelines

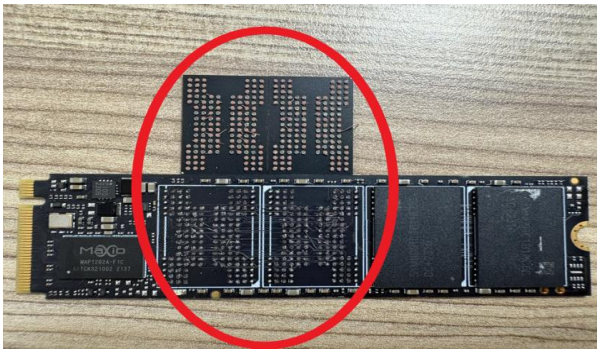
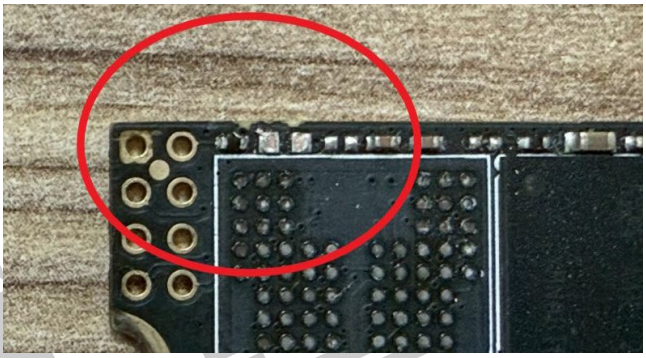
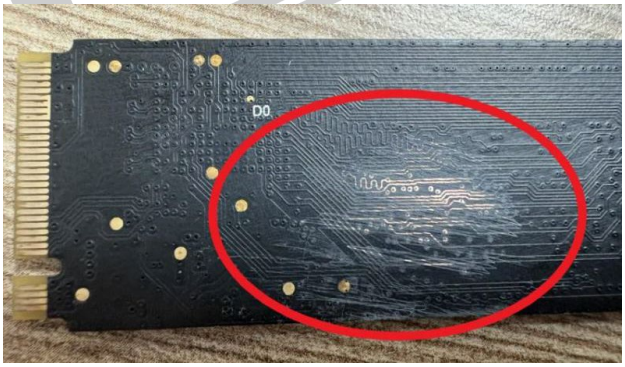
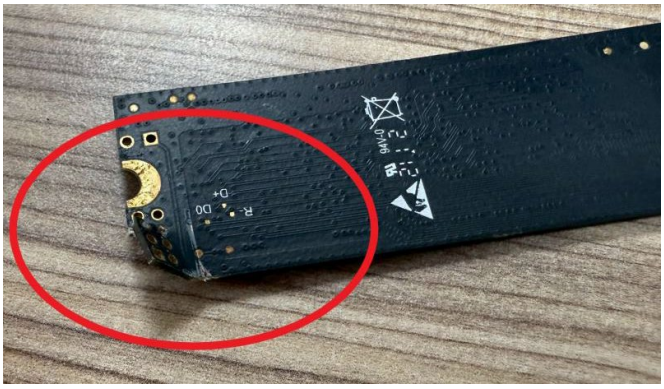
This document sets forth the inspection guidelines for determining human-induced damages ("Guidelines") applicable to AITC SSD and DRAM products. The listed items are illustrative examples and shall include, but not be limited to, conditions such as connector pin corrosion, scratches, broken components, liquid damage, or other damages caused by mishandling, negligence, or improper usage.

These Guidelines are supplemental to AITC's Warranty Policy. AITC reserves the right to amend, update, or expand these Guidelines at its sole discretion. The latest version, once officially published by AITC, shall automatically apply and supersede prior versions.

I. SSD Non-Warranty Inspection Standards

Item	Description	Example Image
SSD-01	Connector pins (gold fingers) melted or chipped.	
SSD-02	Connector pins severely corroded, making the SSD unreadable or irreparable.	

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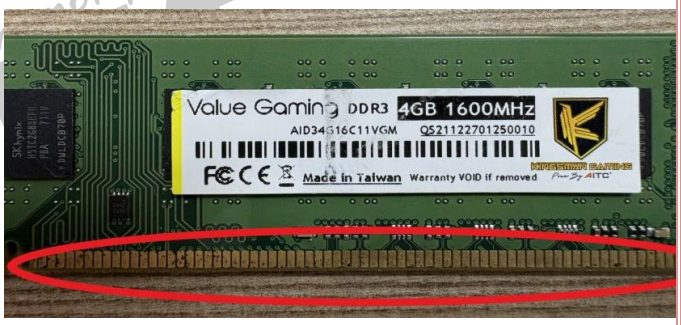
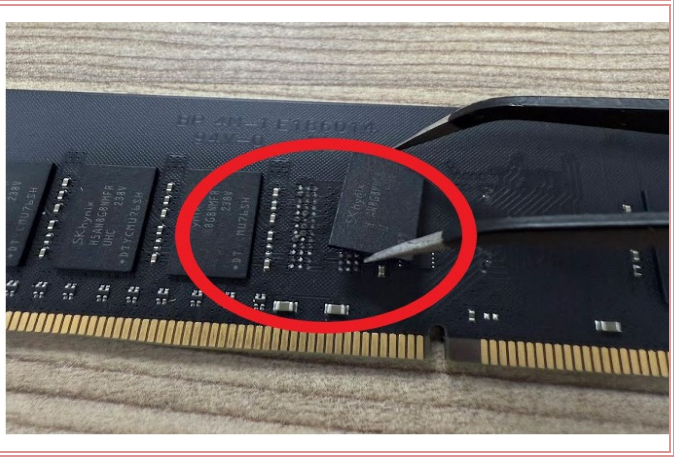
SSD-03	IC chip detached (irreparable condition).	
SSD-04	Components detached from the PCB due to external force.	
SSD-05	PCB surface worn, exposing bare copper	
SSD-06	PCB fractured or broken due to external force.	

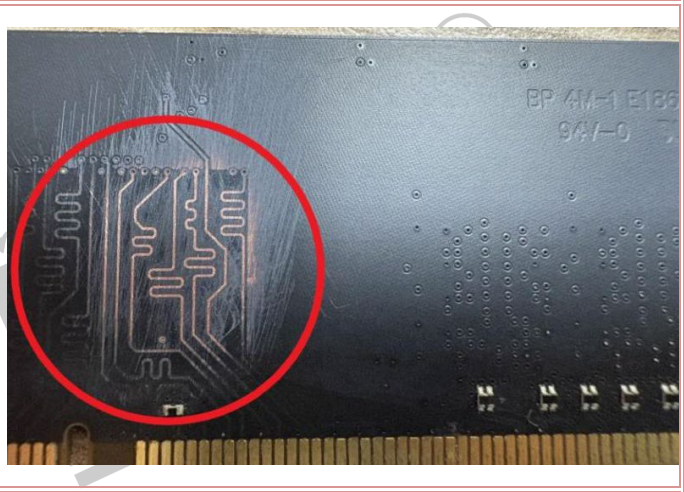
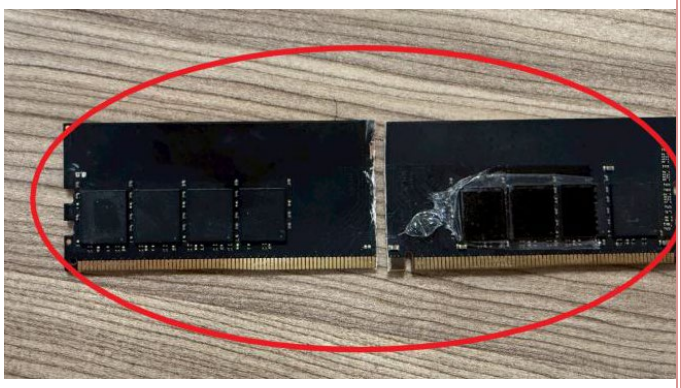
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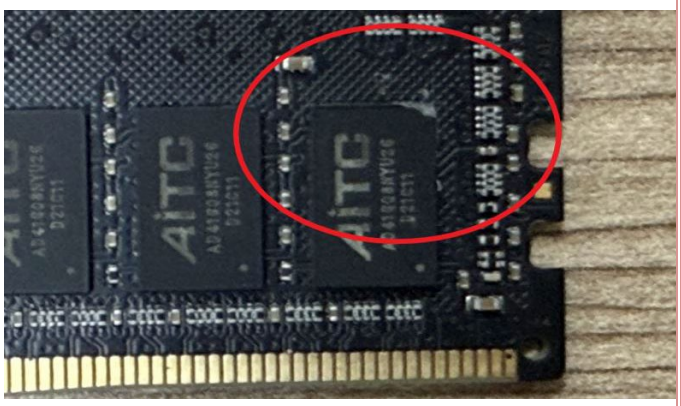
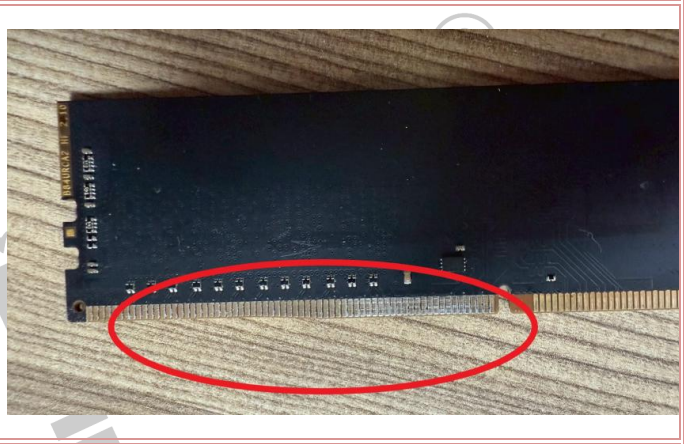
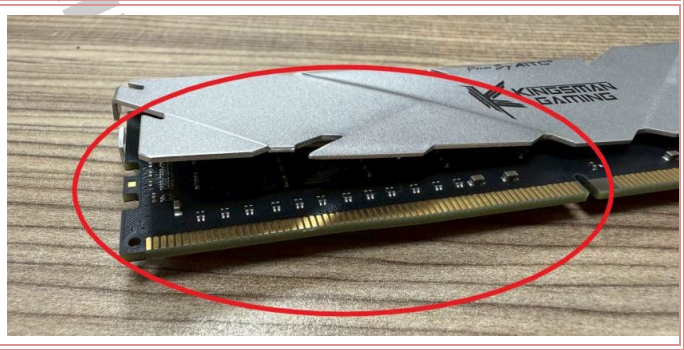
SSD-07	IC chip physically damaged or cracked.	
SSD-08	Any sign of attempted removal, detachment, or tampering of the heatsink — regardless of whether it causes component loss, boot failure, or other damage — shall void the warranty.	
SSD-09	2.5" SSD: Signs of enclosure tampering or damage, including attempted removal or cracking of plastic or metal housing.	

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II. DRAM Non-Warranty Inspection Standards

Item	Description	Example Image
DRAM-01	Connector pins (gold fingers) melted or burned.	
DRAM-02	Connector pins severely corroded, making the module unreadable or irrepairable.	
DRAM-03	IC chip detached (irreparable condition).	

DRAM-04	Components detached from the PCB due to external force.	
DRAM-05	PCB surface worn, exposing bare copper.	
DRAM-06	PCB fractured or broken due to external force.	

DRAM-07	IC chip physically damaged or cracked.	
DRAM-08	Memory malfunction caused by excessive insertion/removal or improper cleaning of connector pins (e.g., using an eraser).	
DRAM-09	Heatsink removal or traces of removal/tampering, whether or not causing malfunction, IC detachment, or boot failure, shall void the warranty.	

III. Disclaimer & Amendment

AITC reserves the right, at its sole discretion, to interpret, amend, or expand these Guidelines. Any updated version published by AITC shall take precedence over prior versions. Distributor and customers are deemed to have accepted such updates once communicated by AITC.