MA★LABS
One★stop PC Component Supplier

Limited Warranty & RMA Service Policy

(Revision: 05192026)

1. Term of Limited Warranty Coverage

Ma Labs warrants the products to be free from defects under normal use and service for the original purchaser. The warranty period starts from the date printed on Ma Labs Invoice. All service returns must be received by Ma Labs on or before the warranty expiration date.

Customers may return defective products to Ma Labs under Ma Labs warranty coverage defined in section 1-1. However, some manufacturers provide or request RMA direct service under their own warranty term and condition. Please refer to each product manufacturer for service details.

1-1 Products Limited Warranty Coverage

a. Intel CPU — Three Months

b. AMD CPU — Six Months

c. Memory Module/ SSD/USB Drive/ Flash Card — One Year
   (* Super Talent Brand. Please refer to 1-1 h. Super Talent)
   (* Samsung Brand SSD: Six Months)
   (* Micron Brand: Contact Micron directly for manufacturer warranty)

d. HDD, Optical Drive, Monitor, Networking Motherboard, Add-on Card and all I/O Device — One Year
   (* Netgear products must refer to the manufacturer's warranty service policy after 90 days of purchase)
   (* PNY products must contact manufacturer for direct service. see item l below)

e. Computer Systems — One Year
   (*For complete system built by Ma Labs, Please refer to: https://www.malabs.com/media/documents/Malabs_System_Warranty.pdf

f. Printer, Projector, Scanner and Consumer Electronics — One Month
   (* Please refer to the manufacturer's warranty service policy after 30 days of purchase)

g. Toner/Cartridge, Software and Optical/Magnetic Media — No Warranty

h. Super Talent
   1) DDR Memory Module — One Year
   2) USB2.0 Flash Drive — Two Years
   3) USB3.0 Flash Drive — Three Years
   4) Solid State Drive (SSD)
   - Enterprise SSD — Five Years
   - Laptop/Desktop SSD — Three Years
   - Industrial/Embedded — Three Years
   - Portable SSD — Three Years
   5) Flash Cards — Three Year
   - Flash Cards — One Year
   - CFAST PRO — Two Years

i. Factory Recertified products — Non-Returnable. Direct service from manufacturer only

j. Synology Products — Direct service by Synology via https://www.synology.com/en-us/company/contact_us

k. No warranty service, DOA credit or exchange for PNY products. All PNY product warranty service will be provided by PNY directly only via: https://pnypartners.com/rma-form/

l. For APC products, Direct service by calling the manufacturer: 800-555-2725 x option 2

m. Special Order Products — One Year

Special Order Products are not Ma Labs regular stock items. They are specially ordered per the customer requests.
a. Special Order Products are NON-CANCELLABLE.
b. Special Order Products will be serviced for defective repair or replacement with sole decision by Ma Labs only. There is no Credit or Refund issued for any return.

1-2 Void of products warranty

a. Products physical damaged due to user abused or improper handling
b. Attempt to repair or rework the product without written consent by Ma Labs.
c. Deface or remove the original manufacture warranty seal or serial number

2. D.O.A. definition and service policy

Dead On Arrival(D.O.A.) is defined as the product defective within 30 days from the date of Invoice for the original purchaser.

a. There is no D.O.A. service applied for all CPU parts, Consumer Electronic devices, and Tape Backup devices. They will be processed as a Standard RMA, and they may request for the manufacturer direct service to the user only.
b. D.O.A. product must return completely with the original accessories, and be received by Ma Labs within 5 business days from the date of RMA number authorized, or it will be processed as a Standard RMA returns.
c. Completed computer system built by Ma Labs – Ma Labs will pay freight for D.O.A. parts return.

D.O.A. returns will be processed for immediate replacement after received and inspected by Ma Labs RMA Service department.

3. Product Received in discrepancy or physical damaged

Product received in discrepancy or physical damaged must be reported within 5 days after received. The original shipping box must be retained and pictures of evidence may be requested for further investigation.

4. Return for Credit Policy

Product returns for Credit must request within 30 days of the Invoice date and it is only applied for the original purchaser. Return for Credit products must be in resalable condition with un-open original package and all accessories.

a. No Credit Return for CPU, Computer System and Special Order item.
b. Credit returns should be received by Ma Labs within 5 business days from the date of RMA number issued or restocking fee may apply.
c. Credit returns will base on the current market value or the invoice price; whichever is lower..

Credit will be available for the customer future purchase after the returns had been verified and processed by our Accounting department.

5. RMA Return and Warranty Service Procedure

All service returns must first obtain a valid Ma Labs RMA number before sending for service. A RMA number is valid for 30 days from the date of RMA number issued. Service items must be received by Ma Labs with the valid RMA number and within warranty period stated as Section 1-1.

Steps of Return process

a. Please click: https://www.malabs.com/support/RMA-request to submit the request with details
   A RMA number will be issued for your return within 24 business hours if there is no any question with your request.
b. Follow the instruction below to send your service returns to Ma Labs RMA Service Department.
   - Enclose one copy of Ma Labs RMA Authorization letter with the valid RMA number.
   - Mark the RMA number in **bold print** on the outside of RMA return boxes.
   - Remove all customers' labels and marking on the products completely or an additional handling charge will be applied.
   - Do not need to send manual, cables or accessories with the return products unless it is Credit Return or D.O.A. Return or requested by Ma Labs
   - Properly pack and ship your return products, and pay all freight for the returns. Ma Labs will not be responsible for any package damaged in shipping from customers. Any damage caused by the improper packing will result to void the warranty of products.
   - Customer must prepay the freight of returns. Any RMA package return with C.O.D. or invalid RMA number will be rejected.

Repair and Replacement process

It is Ma Labs sole decision to repair or replace the defective products for customers. Ma Labs will first obtain the customer approval for the parts substitution if necessary. Ma Labs reserves the right to substitute an equivalent product if the service products are not able to be repaired or not available for replacement.

It is customer's responsibility to backup data with return parts. Ma Labs is not responsible for any loss of data or any costs associated with return parts.

This policy is applied only for the merchandises sold in the Untied States (unless specified). Ma Labs reserves the right to modify this Limited Warranty and RMA Service Policy as necessary without prior written notice at anytime.