

ULINK PCIe SSD Power Adapter (PSPA) Series Out of Warranty Repair Policy

Procedure:

1. User takes pictures of defective PSPA both sides and describes the issue through emails to ULINK team.
2. ULINK team evaluates the information provided by user and determines whether PSPA can be repaired or not. Note also for PSPA purchased more than two years ago, it's not repairable.
3. If PSPA is repairable and customer wants to proceed with repair, customer should fill out Repair Request Form (see next page) and ships PSPA back to ULINK US office (see address below).
4. After receiving and examining the PSPA, ULINK will provide quotation for the repair (including repair cost and handling fee).
5. If customer wants to proceed with the repair, customer shall provide PO to confirm the processing.
6. ULINK starts the repairing process after receiving the PO.

Freight Charges:

The customer is responsible for both inbound and outbound shipping charges. However, after receiving the defective PSPA, if ULINK determines the adapter is actually not repairable, and if customer wants the adapter back, ULINK will pay for the freight charge to ship PSPA back to the customer.

Turnaround time:

After receiving the defective PSPA, it will take approximately 6 weeks for ULINK to ship back to customer.

Warranty for the repaired adapter:

ULINK provides 90 days warranty for the repaired adapter. 90 days is counted from the estimated receiving date of the repaired adapter by the customer. The estimated receiving date is calculated as the shipping date from ULINK plus 10 days.

Shipping address:

ULINK Technology, Inc.
3120 De La Cruz Blvd., Suite 117
Santa Clara, CA 95054
USA
Attn: RMA

ULINK PCIe SSD Power Adapter (PSPA) Series Repair Request Form

PSPA Model:	Serial No:
Company Name:	
User Name:	
E-mail:	
Phone Number:	
Request Date:	
Describe damage can be seen on the adapter physically:	
Describe functional issue:	

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