

ULINK PCIe SSD Power Adapter (PSPA) Series Repair Policy

Procedure:

1. Customer takes pictures of defective PSPA both sides and describes the issue through emails to the ULINK team.
2. ULINK team evaluates the information provided by the customer and determines whether PSPA can be repaired or not.
3. If PSPA is considered repairable and customer wants to proceed with the repair, customer should fill out Repair Request Form (see next page) and ship PSPA back to ULINK US appointed address.
4. After receiving and examining the PSPA, ULINK will provide a quotation for the repair if PSPA is out of warranty. If customer wants to proceed with the repair, customer shall provide a PO.

Freight Charges:

If PSPA is out of warranty, the customer is responsible for both inbound and outbound shipping charges. In the case when the returned PSPA cannot be repaired after ULINK's best effort, and if the customer wants the PSPA back, the customer will pay for the freight charge to ship the PSPA back to the customer.

If PSPA is under the warranty, ULINK will repair it for free and ULINK will pay for both inbound and outbound shipping charges. In the case when the returned PSPA cannot be repaired after ULINK's best effort, and if the customer wants the PSPA back, ULINK will pay for the freight charge to ship the PSPA back to the customer.

Turnaround time:

After we receive the defective PSPA, it will take approximately 8 weeks for ULINK to ship back to the customer.

Warranty Policy for the repaired adapter:

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

PSPA Return to ULINK US address:

Please contact support@ulinktech.com for return address.

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 damages that can be seen on the adapter physically:	
List the PC used for test and the device(s) tested: Test PC: Device(s) tested: Describe functional Issue:	

Ver. 1.3, 11/29/2022