

SSD Product Warranty Policy
DERA Co., Ltd.

This document is the sole limited warranty statement for SSD products manufactured by DERA Co., Ltd. (hereinafter referred to as “DERA”).

1. SSD PRODUCTS AND WARRANTY PERIOD

1.1 SSD Products and Warranty Period Description: The years of coverage are calculated from the delivery date shown on the delivery receipt; TBW means Total Bytes Written. The warranty period shall expire when whichever condition is met first. For the TBW value of each model, please refer to the product datasheet or check the official website (www.derastorage.com).

1.2 Commencement and Expiry of the DERA SSD Warranty Period: The warranty period is calculated from the delivery date shown on the delivery receipt until the warranty expiry date. When returning a product for repair, please provide a valid proof of purchase. If a valid proof of purchase cannot be provided, DERA will identify the product by its serial number to calculate the warranty period.

1.3 Replacement products provided by DERA shall inherit the remaining warranty period of the original defective product.

1.4 If the laws and regulations of a specific country/region impose special requirements on the product warranty period, DERA will provide technical support and warranty services to local consumers to the extent permitted by the laws of such country/region.

2. WARRANTY SERVICE COVERAGE FOR SSD PRODUCTS

2.1 During the warranty period, DERA provides free repair or replacement for products under warranty; on-site service is not included. If on-site repair or replacement installation is required by the customer, a separate written agreement shall be made.

2.2 During the warranty period, DERA guarantees the quality of repaired or replaced products.

2.3 During the warranty period, DERA guarantees **7×24 hours service**.

2.4 During the warranty period, if a product is discontinued or no longer supported for repair, DERA will replace it with a product of the same capacity.

3. WARRANTY EXCLUSIONS FOR SSD PRODUCTS

The product is excluded from DERA’s warranty coverage under the following circumstances (including but not limited to):

- (1) The product is identified as counterfeit by DERA;
- (2) Physical damage to the product caused by improper user operation, such as broken interface, deformed enclosure, damaged or detached components, etc.;
- (3) The product has been repaired or disassembled by non-DERA-authorized technicians;
- (4) The product label is inconsistent with the physical unit, damaged, illegible, missing, or otherwise impairs product identification.

4. TECHNICAL AND AFTER-SALES SUPPORT

If you encounter any technical or after-sales issues while installing or using DERA products, you may get support through the following channels:

- (1) 400 Hotline: 4006063372
- (2) Support Email: support@derastorage.com
- (3) For detailed product information, please visit: www.derastorage.com

5. DISCLAIMER

5.1 To the extent permitted by applicable law, the above constitutes the complete warranty terms for DERA products and supersedes all other written or oral warranties.

5.2 DERA does not authorize its products for use as critical components in life-support devices, or in any other applications where product failure or malfunction may lead to injury or death. If DERA products are used in fields including but not limited to military or military-related equipment, traffic control equipment, disaster prevention systems, or medical devices, DERA shall not be liable for any injury, death, personal loss, or property damage.

5.3 DERA provides a limited warranty on the SSD product itself only. DERA does **not** provide data recovery services. Therefore, DERA reminds you again to maintain a good habit of backing up important data.

*** DERA Co., Ltd. reserves the right of final interpretation***

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