

Hangzhou Hikstorage Technology Co., LTD. RMA POLICY

● SSD Limited Warranty:

* Warranty period for consumer SSD products: Out of warranty or SSD lifespan, whichever occurs first. No compensation for any person-made demolition, for example: product label tearing, unpacking of the shell so on. For artificially damaged products, Hikstorage will not bear the loss, for example: Shell breakage/SAG/scratch/wear (no impact on hard disk body); IC missing, IC drop, IC breakage rejection repair; Transfer card burned, fractured, artificially scratched

* The warranty does not cover use in relation to the following occasions or devices (as defined by Hikstorage):
(1) normal wear and tear, drop, (2) IP and network cameras, (3) display devices for loop playback, (4) video monitoring, security and surveillance devices, (5) on-board recording devices and dashcams, (6) continuous recording devices, (7) continuous data storage devices such as servers, (8) any write-intensive applications such as XCH(Chia)plotting or other similar purposes. or(9) other overuse that exceed standard range of application defined in manuals.

● Warranty Period and TBW Table:

| TLC nand flash made products | | | | | | | |
|------------------------------|--------------|---------|--------|-------|-----|------|------|
| C100 | Capacity(GB) | 64 | 128 | 256 | 512 | 1024 | |
| | TBW | 71.875 | 143.75 | 287.5 | 575 | 1150 | |
| | Warranty | 3 Years | | | | | |
| E100 | Capacity(GB) | 64 | 128 | 256 | 512 | 1024 | |
| | TBW | 78.125 | 156.25 | 312.5 | 625 | 1250 | |
| | Warranty | 3 Years | | | | | |
| E1000 | Capacity(GB) | | 128 | 256 | 512 | 1024 | 2048 |
| | TBW | | 187.5 | 375 | 750 | 1500 | 3000 |
| | Warranty | 3 Years | | | | | |
| E2000 | Capacity(GB) | | 128 | 256 | 512 | 1024 | 2048 |
| | TBW | | 187.5 | 375 | 750 | 1500 | 3000 |
| | Warranty | 3 Years | | | | | |
| E100N | Capacity(GB) | 64 | 128 | 256 | 512 | 1024 | 2048 |
| | TBW | 75 | 150 | 300 | 600 | 1200 | 2400 |
| | Warranty | 3 Years | | | | | |