

Warranty

Please consult our website: www.pny.eu

RMA for BTO (build to order) and OEM products is negotiated between PNY and the customer on a case-by-case basis.

Defective product return conditions for Direct Customers

Before making any return request, the customer is required to verify that products are faulty.

All requests need to be sent via the PNY RMA form, which has to be fully completed. The RMA form is available on request from the RMA department.

The following information needs to be clearly specified on the RMA form: customer (name + PNY account number); date of request; delivery address; invoice address; PNY reference and customer reference of the product to be returned; quantity to return; reason for return.

To obtain an RMA number, the customer needs to send the request to RMA department by E-mail: rma@pny.eu

After checking, PNY will send back to the customer an RMA number with a delivery label. This RMA is valid for 30 days. After this period, the customer will have to make a new request if products have not been returned. Please note: PNY will not accept receipt of an RMA that is overdue.

Once the RMA department has sent an RMA number to the customer, the quantities, references and prices indicated on the RMA form are considered as confirmed by both parties. The customer returning products to PNY accepts the information on that form and the products and quantities returned must match the RMA paperwork. Any change to the RMA demand must be accepted by PNY before the faulty products are returned. Please note that, once the products are received, PNY can process an exchange or a credit note depending on the conditions agreed upon with the customer.

Regarding RMA for exchange, PNY's commitment is to return to the customer a refurbished or brand new product with similar or superior specifications.

In case of an RMA for credit, PNY will process a credit note which amount will match the last price paid by the customer.

Products need to be shipped to PNY (Mérignac France) in protective packaging clearly displaying the RMA number and sent through a secure tracking system to allow shipments to be traced.

All packages received without an RMA number, will be retained for 30 days and PNY will notify the customer to collect them. Any product not collected within 30 days will be destroyed and the customer will have no title to claim from PNY (compensation or indemnification) on products.

For RMA's goods to be approved for replacement or credit, PNY's warranty terms on merchandise return need to be fully adhered to:

- Delivery label on the outside of the box with RMA number;
- Completed RMA paperwork inside the package;
- Products should match the paperwork (in terms of quantity and reference). Proof of purchase inside the package;
- Only PNY products are accepted;
- Products should not have been modified or damaged outside of normal wear and tear;
- Products must not be dismantled.

In cases of a discrepancy upon reception of the products, the RMA department will send a discrepancy report to the customer. The customer will be given 30 days to respond to the query. If after this time there has been no correspondence, PNY will destroy the products and the RMA request will be cancelled. The customer will have no title to claim from PNY (compensation or indemnification) on products.

In case there would be no more volume of business for more than three months between PNY and the client, regardless of the contractual terms of product returns, RMA service will perform an exchange of the product.

Defective product return conditions for Indirect Customers and End-Users

Once the distributor warranty period has ended, the end-user can contact the PNY Hotline or contact PNY through the local country office or email. A technician will make an analysis and decide if an RMA for exchange is necessary.

PNY Hotline:

- Phone: + 33 (0)5 40 240 242
- E-Mail: tech-sup@pny.eu

If products have to be returned, the PNY Hotline will ask the end-user to provide proof of purchase (invoice) and will issue an RMA number. This RMA is valid for 30 days and products will have to be received by PNY during that period. If product is not returned within 30 days the end-user will have to make a new request. PNY will not accept RMAs issued with an expired RMA number.

Products need to be shipped to PNY Merignac in protective packaging clearly displaying the RMA number and sent through a secure tracking system to allow shipments to be traced.

For RMA's goods to be approved for replacement PNY's warranty terms need to be fully adhered to:

- Delivery label on the outside of the box with RMA number;
- Completed RMA paperwork inside the package;
- Products should match the paperwork (in terms of quantity and reference);
- Proof of purchase inside the package;
- Only PNY branded products are accepted;
- Products should not have been modified or damaged outside of normal wear and tear.

In cases of a discrepancy on receipt of products, the customer will receive a discrepancy report. The customer will be given 30 days to respond to the query. If after this time there has been no response, PNY will destroy the products and the RMA request will be cancelled. The customer will have no title to claim from PNY.

Once the products have been received, checked, and verified under warranty, PNY will send back a refurbished or brand new product with similar or superior specifications to the end-user.