
PLEXTOR SSD RMA Request Instructions

Before requesting RMA, always check Plextor website for latest updates, check of FAQ section for possible solutions.

1. How to request Return Material Authorization (RMA)?

Step 1. Select "RMA Service Center"

Step 2. Click on "RMA Request"

Step 3. Fill in the product information about the unit you are seeking warranty services then click "check warranty"

Step 4. The system automatically checks if your product is still under warranty. If it is proceed to Step 7.

Step 5. Fill in the failure symptom description

Step 6. Fill in the user contact information

Step 7. Confirm that the application contents are correct, and then click on submit

Step 8. The system will issue an RMA number and automatically send RMA application confirmation email to the E-Mail address you entered

Step 9. Pack the unit with adequate protect to prevent shipping damages

Step 10. Print Shipping Label (including RMA barcode) and attach to the outside of package

※ Note: PLEXTOR is only responsible for warranty services on the hardware. We will not responsible for lost of data on the unit, and we do not provide data rescue and backup services. Always backup your data before sending SSD for services

1.2 User is responsible for sending defective unit back to Plextor
After obtain a RMA number, the user use the provided shipping label to send the defective unit(s) to specified PLEXTOR SSD RMA Center with prepaid freight services of user's choice.

Please do not include any accessories, such as (packaging, CD/DVD, or user's manual, etc.), when sending product for services; PLEXTOR will not be responsible for returning such accessories.

※ Note: ALL RMA# is valid for 7 days from date it was issued.

2. What Product can use online RMA application?

Currently, this online RMA application function is limited to Plextor Branded SSD products only.

3. What information must be provided for RMA application?

Applicant's name, E-Mail address, phone number, addresses are required. And the product's model name, serial number (SN), manufacture date, failure symptom, and symptom remarks, etc. are required for RMA application. * In certain region, a POP (proof of purchase) is also required

To ensure proper warranty services, please fill in all required fields with correct information. RMA number will be voided if any false information was used to gain services, and all shipment will be rejected.

4. How to find out whether the RMA application has been accepted?

If the user's defective product is still under warranty, user will be asked to submit request. When the application is complete, the system will provide an RMA number. This means that the application has been accepted, and the user will receive an E-Mail notification that includes the **RMA Number, Shipping Label and Instructions.**

NOTE: A RMA number is only an authorization for user to return defective product for services. Plextor reserves rights to evaluate the defect and render services necessary. And Plextor is not responsible for defect/damage caused by improper handling or operations.

5. How should the user return the defective product?

After the user receives the RMA number, user must pack the unit with proper protection, then print and attach shipping Label (with RMA barcode) provided by the system on the outside of the packaging, and mail it to the specified PLEXTOR SSD RMA Center with freight services of choice.

6. How many days does the user have to mail back the defective product?

The RMA number is valid for 7 days from the date was issued. If your RMA has not been received within 7 days, the RMA number will be voided, and you may need to request another RMA number.

7. Notes

7.1 Users are responsible for all the shipping costs for sending a defective product back to PLEXTOR. (Please include proper protection against shipping damages and/or risk of loss)

7.2 Users must properly pack the defective product before sent back to PLEXTOR in order to avoid damage during shipping.

7.3 Do not send any accessories with the defective product to PLEXTOR (such as packaging, CD disc, or user's manual, etc.); PLEXTOR will not be responsible for their safekeeping or for mailing them back.

7.4 Proof of purchase must be provided along with the returned units if the user's product was purchased in the Europe region. A copy of dated store receipt or invoice with qualifying purchase circled is acceptable.

7.5 User must paste the "Shipping Label" (including RMA barcode) provided by PLEXTOR on the package.

7.6 If the user is unable to print the Shipping Label provided by PLEXTOR, they must indicate the "RMA Number" on the package to ensure package will be accepted.

7.7 If the user was unable to print the Shipping Label and did not indicate the RMA number on the package, PLEXTOR will reject such shipment.

7.8 Users must select a shipping company that can provide proof of delivery (such as home delivery, express mail or registered mail). PLEXTOR will not be responsible for any product lost during shipping unless there is proof that the product was lost after received by PLEXTOR Service Center specified.

7.9 If the product received for warranty services is NOT matching RMA application information, the unit will be returned user at the user's expenses

8. PLEXTOR warranty coverage and exceptions:

8.1 Warranty will be voided if the products were damaged due to improper use, improper operating environment, wear and tear, non-natural or man-made damages (including damage or removal of warranty seal and other product labels), or any unauthorized dismantling, fixing and replacing of the product.

8.2 Warranty will be voided if the services center determines that the product is a counterfeit product.

8.3 Warranty will be voided if the product's serial number does not match with the product or if the serial number is damaged or unclear.

8.4 PLEXTOR warranty services covers product against

hardware and workmanship defects; the warranty coverage does not include third-party software, connected equipment, or data stored on the unit; RMA applicants must save and backup their own data.

For RMA application related problems, please contact the PLEXTOR Service Center:

Region	Country	Hotline Support	Service time	E-Mail Support
TW	Taiwan	03 612 5203	Mon-Fri: 0900-1800	PXSSD.support@ssstc.com
CN	China	400 833 6553	Mon-Fri: 0900-1800	PXSSD.support@ssstc.com
JP	Japan		Mon-Fri: 1000-1900	PXSSD.support@ssstc.com
KR	Korea		Mon-Fri: 1000-1900	PXSSD.support@ssstc.com
US	America		Mon-Fri: 0900-1800	PXSSD.support@ssstc.com
EU	Russia		Mon-Fri: 0830-1700	PXSSD.support@ssstc.com

Note: The "Hotline Support" and "E-mail Support" of the PLEXTOR Service Center are different contact windows.