



Memory Warranty Statement

Buffalo Technology (USA), Inc. (“Buffalo”) warrants its products, specified below, are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, Buffalo will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. If Buffalo is unable to repair or replace the original customer’s product with a functionally equivalent one, it will refund the current value of the product at the time the warranty claim is made.

This limited warranty does not cover any damage to the product that results from abnormal mechanical or environmental conditions, abuse, accident, improper installation, misuse, insufficient or excessive electrical supply, natural disaster, or any unauthorized disassembly, repair, or modification. This limited warranty also does not apply to any product on which the original product label and or UPC information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold contrary to US export regulations.

This limited warranty covers only replacements for defective Buffalo products, as described above. Buffalo does not cover under warranty and is not liable for any loss of data or any costs associated with diagnosing the source of system problems or installing, removing or servicing Buffalo products. This warranty excludes 3rd party software, connected equipment or stored data. In the event of a claim, Buffalo’s sole obligation shall be to replace our product with its equivalent or the best possible substitute.

Free Technical Support

Buffalo offers free technical support on its products. If you believe you have a defective product, please use our support service prior to requesting an RMA or contacting your local service shop. Buffalo’s free technical support is available by phone at 866-752-6210 (US and Canada), fax at 512-794-8520 or email at support@buffalotech.com.

Limited Lifetime Warranty:

The following products are covered by a limited lifetime warranty from the original date of purchase: Certified, TechWorks™, FireStix™ and Select memory products.

Warranty Claim Procedures and Requirements

Defective products may be replaced by the authorized Buffalo reseller or distributor from which the product was originally purchased, or directly through Buffalo based on the following procedures and requirements.

Authorized Buffalo Reseller or Distribution Warranty Requirements:

Please contact the original authorized Buffalo reseller or distributor from which you purchased the Buffalo product to confirm their terms and conditions for replacing defective products. In general, proof of purchase is required as evidence that the product was purchased through the original authorized Buffalo reseller or distributor and is within warranty. All products must be submitted in the ORIGINAL PACKAGING with the original package insert including the product UPC code. On memory modules, the original product label must match the UPC code listed on the package insert card, as well as be intact and unaltered in any way.

If the original packaging is not available, authorized resellers and distributors CANNOT accept warranty replacement requests. Replacement requests will ONLY be accepted through Buffalo directly, based on the requirements set forth below.

Buffalo Reserves the Right to Refuse Any Returned Product if:

1. Product is improperly packaged for shipping. Proper packaging includes:
 - a) product placed in original packaging (Buffalo label facing the front) or packaging that prevents electrostatic discharge;
 - b) packaged product is secured in shipping container with “bubble wrap”, “peanuts”, or other sturdy paper insuring product cannot be damaged during shipment, thus voiding warranty;
 - c) for multiple product returns, please bundle products with a rubber band by part numbers, according to the product UPC code listed on the insert.
2. Product or packaging has incorrect and/or missing original information required for processing the return. Required information includes the packaging insert with UPC Code. For modules, the UPC code listed on the package insert card must match the product code listed on the module label.
 - a) Certified UPC codes must match through the “/” in the product code. For example, if the UPC code is D2U667C-1G, the product code on the module label must read D2U667C-1G/**.*.
 - b) Select UPC codes must match through the “/B” in the product code. For example, if the UPC code is D2U667C-1G/B*, the product code on the module label must read D2U667C-1G/B*.
3. Packaging does not include the RMA number prominently displayed on the outside of the package.
4. Product or packaging includes non-Buffalo stickers, adhesives, markings and/or tags.
5. Product is damaged. Damaged products include, but are not limited to, products that are cracked, broken and/or have missing components, chips or circuit boards, as well as products with any dents, scratches, defacements or apparent abuse of heat spreader or USB housings.
6. Product is not received within 30 days of date RMA number was issued by Buffalo.

Buffalo Technology USA replacement products are only shipped within the USA and Canada. If product has been exported outside these countries, customer must supply a US or Canadian address for shipping the replacement.

Shipping Variances

Immediately notify the authorized Buffalo reseller or distributor, or Buffalo, of any and all shipping variances at the time the product is received, but no later than 5 business days after receiving the product. Product is deemed received 10 days after date of invoice. After 5 business days, customer accepts full responsibility for shipment and cannot hold the authorized Buffalo reseller or distributor, or Buffalo, responsible for any variances. Shipping variances include, but are not limited to short shipments, over shipments and/or incorrect shipments.

If you have any questions regarding this warranty statement, please contact us directly at 800-967-0959, option 2 or through our website at www.buffalotech.com/contact.