

1. Seasonic offers limited warranty on the hardware against defects in material or workmanship for a period of **three(3), five (5), and seven(7)** years from original date of manufacture for all Seasonic retail models (retail models sold in retail packaging), purchased and returned in the **United States or Canada only**.
2. Our standard policy for RMA returns is **repair/replacement only**. No credits or refunds provided. The products that are shipped back to the customers will be replacements of the same models as return, not the same products that were sent back to us. No guaranty to whole new replacement. We will NOT accept any request to make trade-ups to any newer models.
3. For any PSU, which is out of warranty, you may purchase the replacement model from your original vendor or any authorized dealers near you. Seasonic will not provide any direct service for the defective PSU purchased as used or broken unit from Ebay.com, will be considered based on the serial number or out of warranty.
4. Seasonic will only be responsible for the **repair of product itself**. If you find other components defected along with your system break down, you will have to contact each individual vendor to take care of your other repairs.
5. The RMA returns must be a Seasonic product, the product specified on the RMA form, otherwise the RMA will be void and will be returned only at the customer's cost.
6. Return that found to be **non-defective will result in a handling fee of USD25.00** . We will return the item back to the customer after the USD25.00 handling fee is paid. Customers agree that they will abide by the inspection of our support department. So please always follow the self-trouble-shooting processes listed on the next section before returning.

Suggestions: Please always follow the self-trouble shooting processes listed on our website, or email to support@seasonicus.com; before contacting our engineers, please check our website for FAQ. If still could not find solutions for your problem, please go through our online RMA process to get your RMA number.

7. **Shipping and handling fees are not refundable, and the customer is responsible for the freight and miscellaneous charges with one-way shipping to us, and we'll pay for shipping back to you.**
8. **No returns will be acceptable without a RMA# from us.** Before return, please visit our RMA page and then follow the simple instructions to complete your request to get a RMA#. Your RMA# will be valid for 14 days. Therefore, once you get an authorized RMA#, please return the goods ASAP.
9. Make sure **the RMA# clearly visible on outside of the package and include a packing list and the completed RMA form** , or it may be refused.
10. All returns should be packaged in its original or similar box and packaging materials.
11. The customer is responsible for the freight and miscellaneous charges. **All returns must be received within the 30 days of RMA# issued date.**
12. The customer assumes responsibility for product until receipt by us, shipping via an insurable carrier is recommended. **Any unauthorized shipping charges will be billed to the customer or ship will be refused. You are responsible for packing defective products and shipping them to Seasonic in good condition.** To make sure it will not be

lost on the way to us, it is most preferred for you to ship in an economical way but still provide tracking. If we found during receiving that the products is physically damaged beyond repair or that the return is made as COD to force the shipping charges to Seasonic, then Seasonic will reserve the right to refuse your RMA case and return the defective product back to you at your cost.

13. **Any product is not eligible for warranty repair or replacement if:**

- **It was found to be damaged through misuse, abuse or negligence.**
- **The cover is removed.**
- **The serial number is not readable or missing.**

14. For Repair/Replacement items, please **DO NOT** ship with user manual, cables, adapter or any other accessories. We will not be responsible for returning these items.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.