

OCZ Storage Solutions Limited Warranty

OCZ Storage Solutions warrants its products to be free from defects in materials and workmanship for a specific length of time from date of purchase. Warranty periods vary by product and are defined at the bottom of this document. If the product proves defective during the warranty period, OCZ Storage Solutions, at its option, will either:

- replace with a new or refurbished product
- provide a refund at current market value

This warranty is valid only for the original purchaser of products when purchased from an [authorized OCZ Storage Solutions dealer](#). Except where prohibited by law, the warranty is non-transferable. An original sales receipt or valid copy of the receipt is required to establish purchase date and original purchaser.

Please note, OCZ Storage Solutions - A Toshiba Group Company is not the same organization as OCZ Technology Group. Through bankruptcy proceedings, Toshiba Corporation has acquired substantially all the assets from OCZ Technology Group but most liabilities, including outstanding warranties, have been excluded from that acquisition. As a result, OCZ Storage Solutions is only able to provide warranty support for certain products, as follows:

OCZ Storage Solutions is able to provide warranty support for the “OCZ Technology” SATA based Vector, Vertex Series SSDs, RevoDrive, RevoDrive 3/3X2 PCIe SSDs as well as any products launched by OCZ Storage Solutions on or after January 22nd, 2014. OCZ Storage Solutions is also able to provide warranty support for the “OCZ Technology” Agility SSD Series products that are still within a current warranty period until Jan 22, 2015.

End of Life Products

OCZ Storage Solutions is unable to provide any warranty support for the following legacy and end of life “OCZ Technology” products that were discontinued over the past year or prior: solid state drives from the following families, Core, Apex, Solid, Solid 2, Solid 3, Colossus, IBIS, Enyo, Nocti, Synapse, Octane S2, Octane S3, Onyx, Petrol, and RevoDrive Hybrid. OCZ Storage Solutions is also unable to provide any warranty support for all discontinued non-SSD category products including DRAM memory, USB drives, Power Supplies, DIY notebooks and peripherals.

Power Supplies

As of February 12, 2014 FirePower Technology has acquired the power supply assets of OCZ Technology Group and PC Power and Cooling. Firepower Technology has announced that it plans to honor the warranty obligations of its installed base and will operate out of the company's facilities in Carlsbad, California. For additional information and PSU product support inquires please visit their website at www.firepower-technology.com

Limitation of Warranty

- Connection to a faulty power source
- Alteration, Modification, Disassembly or unauthorized repair
- Improper use of product
- Normal wear and tear
- User inflicted intentional or accidental damage
- Any other cause not resulting from defects in materials or workmanship

This warranty is void if any manufacturer label or sticker has been removed or altered, or if any counterfeit labels are identified on the product. Any counterfeit products are excluded from warranty and will only be returned at the expense of the sender.

OCZ Warranty is void for products within or destined to Cuba, Iran, Sudan, Syria or North Korea. OCZ cannot provide technical support or replacements for those products.

Discontinued or Unavailable Products

OCZ Storage Solutions will attempt to replace all products that do not conform to this warranty, with the same model as originally purchased. In the event OCZ Storage Solutions is unable to replace a product with the same model purchased, OCZ Storage Solutions, at its option, will: either replace that product with a product of similar function or provide a refund at current market value.

Product of similar function is defined as a product with the same, similar, and/or equivalent specifications, of OCZ Storage Solutions and/or competitor's product within the territory and/or continent. Current market value is determined based on the price of an OCZ Storage Solutions product and/or Competitor(s) product having the same or similar chipset, specification, and/or features. Current market value will be determined based on the average of current market prices and product availability. Notwithstanding anything to the contrary, the amount of a refund shall in no event be greater than the original purchase price of the product. OCZ Storage Solutions is not responsible for any banking charges, currency exchange charges, and/or currency exchange fluctuations.

Shipping Costs

The customer is required to pay shipping and handling to send any non-conforming product to OCZ Storage Solutions.

OCZ Storage Solutions provides free shipping and handling when returning the product to the customer, in the following countries:

Austria, Belgium, Brazil, Bulgaria, Canada, China, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Japan, Korea, South, Latvia, Lithuania, Luxembourg, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, United Kingdom, and the United States.

Customers located in countries not listed above are required to pay return shipping and handling charges incurred when OCZ Storage Solutions returns the product to the customer.

Customers outside of Canada, United States, Taiwan, and EU Member States will be responsible for any duties or taxes due on RMA replacement shipments.

Media Sanitation for Returned SSD Products

In order to protect your privacy and any other interests in data, all customers should delete all data prior to returning any products to OCZ Storage Solutions. In the event that customers are unable to delete any data on products prior to returning them, OCZ Storage Solutions will take extra steps to protect the security of the data. OCZ Storage Solutions performs best practice media sanitation as early as possible to purge any data that still resides on returned drives.

Limitation of Liability

IN NO EVENT SHALL OCZ STORAGE SOLUTIONS BE LIABLE FOR DAMAGES FOR A BREACH OF WARRANTY IN AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE PRODUCT. IN NO EVENT SHALL OCZ STORAGE SOLUTIONS BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, LOSS OF DATA, OR LOSS OF USE. NO OCZ STORAGE SOLUTIONS EMPLOYEE, DEALER, OR OTHER AGENT IS AUTHORIZED TO MAKE ANY MODIFICATION, EXTENSION, OR ADDITION TO THIS WARRANTY.

Warranty Periods

[Solid State Drives](#)

5-Year	4-Year	3-Year	Legacy OCZ Technology Group Products that are unsupported by OCZ Storage Solutions
Vector		Vertex	Agility *
Vector 150		Vertex EX	Agility EX *
Vector 180 	Radeon R7 	Vertex Turbo	Agility 2 *
Vertex 4		Vertex Plus	Agility 3 *
		Vertex Plus R2	Agility 4 *
		Vertex 2	Core (All)
		Vertex 3	Apex
		Vertex 450	Petrol
		Vertex 460	Octane Series (All)
		Vertex 460A 	Solid, Solid 2 and 3 Series
		RevoDrive	Colossus Series (All)
		RevoDrive 3	IBIS
		RevoDrive 3X2	Enyo
			Nocti

RevoDrive 350 RevoDrive Hybrid
ARC 100  Summit
Synapse
Onyx (All)
OCZ SATA I SSD (1st Gen)
OCZ SATA II SSD (1st Gen)



[OCZ's ShieldPlus Warranty](#) (Currently available only for USA, European Union and Taiwan)

* The warranty term for Agility Series SSDs has ended, these drives were previously supported for 3-Years from date of original purchase up until Jan 22, 2015, whichever came first.

SSD Data Recovery Policy and Services

OCZ Storage Solutions has partnered with DriveSavers, the leading provider of fast, reliable and secure data recovery for all types of SSD, to offer OCZ customers professional data recovery at a discounted rate, while maintaining the original manufacturer's warranty.

Learn more about [OCZ Storage Solutions SSD Data Recovery Services](#).

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.