

Sapphire Products RMA/Warranty

RMA Return Policy: Repair/Replacement

1. Althon Micro does not offer refund service. Refund claims would need to be processed through the vendor that sold the product, congruent to their return policy.
2. Product purchased second hand or from an auction site do not carry any warranty.
3. Return product must be in its original form.
4. Warranty will be voided for the following cases:
 - . Return product is physically damaged or modified by customer.
 - . Return product becomes non-functional due to customer improper use.
 - . Return product can not be verified as Sapphire product.
 - . Defacing product labeling (Serial Number/Part Number or its label is damaged or missing)
5. RMA# is requested for warranty service. Do not return any unauthorized product or non-Sapphire product to Althon Micro, as it will be refused and returned at your expense.
6. Customer located at military address (APO. etc) is responsible for repaired, replaced or exchanged product return shipping.
7. RMA turn around time is 1-2 weeks after we receive the return product.
8. Replacement Product may include new, remanufactured, or refurbished product and parts.
9. Repaired, replaced or exchanged product will be warranted for the remainder of the original warranty or 90 days from the ship date, whichever provides longer coverage.
10. RMA# is valid for 20 days from the date of issue.

Packing and Shipping:

1. RMA number must be marked on the outside of your return carton box or package will be rejected.
2. Customer is responsible for shipping to Althon Micro. Please ship your package back using a carrier that provides tracking and insurance. Althon Micro, Inc. is not responsible for any lost or damaged returns. Therefore, we highly recommend that your package be insured with a delivery confirmation.
3. Return bare product only. DO NOT return any packing material and accessories such as: color box, cables, CD driver and owner's manuals. Using a bubble bag to protect the product is recommended. Please fulfilled the return box with packing peanuts; recommend using security sealing tape to seal the box.
4. Make sure your mailing address is correct. Incorrect mailing address will cause shipment delay and extra charge. If you're moving, please let us know immediately. To update your mailing address, please send us an email to RMA@althonmicro.com and include both your previous and new addresses.

Warranty:

Product Type	Warranty Term	Remarks
VGA Products	2 Years Limited	<p>1. New Product Purchased From Authorized Resellers:</p> <ul style="list-style-type: none">• Warranty period will be calculated from the date of purchase.• All items requested for RMA must provide original purchase invoice copy from our Authorized Resellers. http://www.sapphiretech.com/presentation/support/?cid=1&psn=000201 <p>2. New Product Purchased From Non Authorized Resellers:</p> <ul style="list-style-type: none">• Warranty period will be calculated from the product manufacturing date. The manufacturing date can be verified by the serial number found on the product. S/N starts with letter A or Z plus 12 digits next to Made in China. The first four digits of serial # indicate that your video card was manufactured in XXth week of 20XX. <p>3. Open Box Product or Missing Original Purchase Invoice:</p> <ul style="list-style-type: none">• Warranty period will be calculated from the product manufacturing date. The manufacturing date can be verified by the serial number found on the product. S/N begins with a letter A or Z plus 12 digits next to Made in China. The first four digits of serial # indicate that your video card was manufactured in XXth week of 20XX. \$20.00 processing fee will be applied for RMA service. \$20.00 covers one card only. Any subsequent card will add \$5.00 each. Additional process fee may apply to HI and AK. <p>Date code sample: A1101 1st week of 2011; Z1201 1st week of 2012</p>
Display Port Adapters	1 Year Limited	<ul style="list-style-type: none">• Warranty period will be calculated from the date of purchase.• All items requested for RMA must provide original purchase invoice copy from our Authorized Resellers. http://www.sapphiretech.com/presentation/support/?cid=1&psn=000201

Notes:

*ABOVE WARRANTY AND RETURN POLICY APPLY TO U.S. REGIONAL CUSTOMERS ONLY.

*ALTHON MICRO, INC. RESERVES THE RIGHT TO CHANGE THIS POLICY WITHOUT ADVANCE NOTICE.