



**You have to send a product back ?
What if we made it simple...**

First, you must know when you can send back a product :


The product is flawed	The product arrived damaged	PNY didn't send you the product you were expecting	You made a reference mistake	Your client made a reference mistake
See here under.	contact your commercial service at order-aftersales@pny.eu			

And when you can't :

- When PNY's length of warranty has expired ;
- When your client can prove the date of his purchase ;
- When the product is no longer in its original state.

How to proceed to send back a flawed product :

- 1- Before sending back the product(s), make sure they are **not functioning**.*
- 2- For a quick treatment of your product return requests (rma), group them and send us only **one demand per month**.
- 3- **Fill in carefully the form joined** : Quantities, PNY references, your own reference, the reason for the return as well as your coordinates.
- 4- Then send this filled in request form with the **proofs of sales**, (client sales ticket or invoice- with the date of purchase = the beginning of the warranty) to :

rma@pny.fr	ou	 + 33 5 56 13 80 25
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- 5- Under at most 8 days, you will receive an **authorisation number**, a return sticker and a numbered rma form with your return specifics : the form will confirm the quantities, references and value of the products for which you will have a credit note, in agreement with the terms and conditions of the contract in force.
- 6- You will have **30 days** to send us back the products to the adress you will find on the numbered rma form as well as the proofs of purchase in an adapted and secured package. This package must bear the **return sticker provided** (bar code).
Attention : passed the 30 days period, we will no longer be able to receive your products and you will have to issue a new request0.

What happens once I've returned the product(s) ?

- 1- PNY's warranty department verifies the state of the products returned and makes sure that the warranty conditions are fulfilled.
- 2- If these conditions are fulfilled, PNY will establish the corresponding credit note.
- 3- This credit note is then sent directly to your accounting department **at the invoicing adress mentioned on the return form (RMA) you filled in**.

Warranty lengths as of 01/01/08

Memory upgrades	10 years
Flash cards until 31/03/2007	2 years
Flash cards since 01/04/2007	5 years (xD = 2 years)
USB flash drives	2 years
Graphic cards	3 years

If the period of warranty of your company is shorter than that of PNY , your client can contact the PNY hotline directly in order to benefit of the PNY warranty.

* I'm not sure ? : I can e mail or call the PNY hotline : tech-sup@pny.fr