Warranty Process

* Sufficient proof or purchase must be provided.

* A description of the defect must be provided in order to issue a warranty claim.

* If the defective item is damaged, visible proof (if any) must be provided along with the item's serial number (if any).

* You may need to return the item for quality inspection.

Valid Proof of Purchase

* Order number from online purchased made through Ugreen's authorized resellers.

* Sales invoice.

* Dated sales receipt from an authorized Ugreen reseller.

Please note more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address item was originally shipped to).

Shipping Costs Must Be Covered by Buyer in the Following Situations

* Returning products for any reason other than a proven defect.

* Warranty claims on items taken outside the original country of purchase.

* Returning items claimed to have defects but found by Ugreen quality control to be in working condition.

* Returning defective items in international shipping.

* Costs associated with unauthorized returns (any returns made outside of the approved warranty process).

What Does This Warranty Cover?

During the warranty period, if the original manufacture of the material or workmanship of the product is deemed to be defective.

Products and parts replaced under this warranty become the property of Ugreen and are not returned to you. If products and/or parts require service after the warranty period expires, you must pay all labor and parts charges. Warranty coverage terminates if you sell or otherwise transfer the product.

The same warranty applies to products that users redeem with points from the NAS overseas community. Please note that shipping and product redemption are both carried out on Ugreen webstore.

Not Covered Under Warranty

* NAS： If you choose to install a third-party system, there might be unknown compatibility issues. The official hardware warranty policy will remain unchanged.

* Products without sufficient proof of purchase

* Lost or stolen products

* Items that have expired their warranty period

* Non quality-related issues

* Free products

* Repairs through 3rd parties

* Damage from outside sources

* Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)

* Purchases from unauthorized re-seller

Not Liable for

* Loss of data incurred from use of Ugreen products

* Returning personal items sent to Ugreen

Please note that the above warranty policy is only valid for products purchased at **ugreen.com**