

## SP / Silicon Power USA-The Notice of Product RMA Service

---

From: SP / Silicon Power (ustech@silicon-power.com)

To: li\_zhang82@yahoo.com

Date: Thursday, November 23, 2023 at 10:42 PM EST

---

Dear customer,

Please attach the RMA Request Form with your defective product, than send it by registered post, express delivery or courier to Silicon Power. Silicon Power customer service center will process your RMA Request:

### **Silicon Power North America (USA , Canada) RMA Request**

**\* Please print out RMA request form first. If it can't be printed, please write down your contact information, RMA # and Problem description**

**\* The RMA No. will be valid for 30 days after issue date. Please be sure to send your defective product out in 2 weeks**

**Please send your defective product with RMA request form, and write RMA # on the outside of package.**

#### **Address:**

**Silicon Power U.S.A Service Center 4590 Enterprise Street, Fremont, CA 94538,U.S.A**

**\* The shipping cost will be borne by your side when you send back the package and we will responsible for the cost when we send the replacement by to you.**

**\* Silicon Power is not responsible for returns lost or damaged in transit. Please pack your product properly by using a bubble mailer or box and be sure to tape your package tight and send it out by registered mail in order to avoid any product lost or damage .**

### **RMA Request Form**

**RMA Request Form no.** USR231124004  
**Name** Li Zhang

<b>E-mail</b>	li_zhang82@yahoo.com
<b>Address</b>	2895 Greystone CV N
<b>City</b>	Atlanta
<b>State</b>	GA
<b>ZIP</b>	30341
<b>Country</b>	us
<b>Telephone no.</b>	6782358688
<b>Part number</b>	SP512GBSS3A55S25,
<b>RMA date</b>	2023/11/23 20:42:48
<b>Quantity</b>	1
<b>Problem description</b>	Cannot boot up suddenly after 1 yr usage.
<b>Note</b>	