

SanDisk MyCard™ Personalized Memory Cards Q&A

Q. What are SanDisk MyCard™ Personalized Memory Cards?

A. SanDisk MyCard™ Personalized Memory Cards are selected SanDisk SD™ and SanDisk microSD™ cards with the standard card label replaced with an image of your choosing printed directly on the card. The image could be a photo of an individual, pet, vacation location, logo or other image you would like to use to personalize your card.

Q. Why order a SanDisk MyCard™ Personalized Memory Card?

A. You may order SanDisk MyCard™ personalized memory cards for yourself or for gift giving. For example, adding a SanDisk MyCard personalized memory card when giving a camera as a gift makes the entire gift personalized. Business customers might want to use a SanDisk MyCard personalized memory card to distribute cards with their logo printed on the card.

Q. Where can SanDisk MyCard™ Personalized Memory Cards be purchased?

A. SanDisk MyCard™ personalized memory cards are available exclusively from the U.S. SanDisk Online Store (shop.sandisk.com). These products are not available outside of the U.S. at this time.

Q. Which products are available?

A. A total of 4 products are currently available. Two personalized SanDisk Ultra® SDHC™ cards and two personalized SanDisk Ultra® microSDHC™ cards:

- SDSDU-008G-PIK - SanDisk MyCard™ - SanDisk Ultra® SDHC™ card up to 30MB/s 8GB
- SDSDU-016G-PIK - SanDisk MyCard™ - SanDisk Ultra® SDHC™ card up to 30MB/s 16GB
- SDSDQU-008G-PIK - SanDisk MyCard™ - SanDisk Ultra® microSDHC™ card 8GB w/adaptor
- SDSDQU-016G-PIK - SanDisk MyCard™ - SanDisk Ultra® microSDHC™ card 16GB w/adaptor

Q. What is the price of SanDisk MyCard™ Personalized Memory Cards?

A. The 8GB cards are \$29.99 and the 16GB cards are \$49.99, including standard shipping

Q. Can a previously purchased non-personalized card be sent to SanDisk to be personalized?

A. Previously purchased memory cards cannot be sent to SanDisk to be personalized.

Q. What is the warranty on SanDisk MyCard™ Personalized Memory Cards?

A. SanDisk MyCard™ Personalized Memory Cards come with a 10-year limited warranty for the memory card. The warranty covers replacement with a non-personalized SanDisk Ultra® SDHC™ or SanDisk Ultra® microSDHC™ memory card only (card with no personalized image printed on the card). SanDisk will provide a replacement of a non-functional SanDisk MyCard personalized card with another SanDisk MyCard personalized card within 30-days of purchase only. For returns requested after the 30-

day post purchase period, if a replacement card is provided it will be a non-personalized SanDisk Ultra card.

Q. What happens if a SanDisk MyCard™ Personalized Memory Card has to be replaced due to technical problems with the Card?

A. During the first 30-days, non-working cards processed via RMAs (Returned Material Authorizations) will be replaced with another SanDisk MyCard personalized card. After 30-days, replacements will be with a non-personalized SanDisk Ultra card of the same capacity.

Q. Is there a minimum number of Personalized Cards that must be ordered?

A. No, consumers may purchase as few as one card.

Q. What are the limitations on the number of SanDisk MyCard™ Personalized Memory Cards that can or must be ordered?

A. You can purchase a single card. Each order can only contain one image per type of card. For example, one order can include any number of units of one card using the same image. If you want to use the same image on two different capacity cards/two different card formats or want to order two of the same card but with different images on each card, you will need to place separate orders for each card type/image. This is required in order for us to ensure that the correct image is placed on the correct card. All pricing includes standard shipping.

Q. Can you place an order for SanDisk MyCard™ Personalized Memory Cards along with other products from the SanDisk Store?

A. Orders for SanDisk MyCard™ Personalized Memory Cards cannot be combined with any other product orders from the SanDisk Store.

Q. How will the order ship to customers?

A. Orders for SanDisk MyCard™ Personalized Memory Cards are shipped via China Post and United States Postal Service (USPS). Tracking is included at www.usps.com . Only standard shipping service is available (included in the price of the card). Expedited shipping is not available.

Q. What are the Terms of Service for the purchase of SanDisk MyCard™ Personalized Memory Cards?

A. The terms of service are located at <http://kb.sandisk.com/app/tos>

Q. Is there a way to see how the card will look with a selected image?

A. Yes, as part of the ordering process, you can view a mock-up of your card before you make an actual purchase.

Q. Once ordered, how long should it take to receive a SanDisk MyCard™ Personalized Card?

A. It takes approximately 2 weeks to receive an ordered card depending on when the card is ordered, the shipping location and calendar (holidays, etc.)

Q. Are there any limitations on what image can be printed on the Card?

A. Yes. By placing an order for a SanDisk MyCard personalized memory card, you agree that you:

- Have ownership or usage rights to the image printed on the card (photo, logo, etc.);
- Agree that SanDisk can deny acceptance of the order if the submitted image is determined by SanDisk to be inappropriate or offensive;
- Once the order is in production, your order cannot be cancelled;
- SanDisk MyCard Personalized Cards cannot be returned unless there are under warranty and there are technical problems with the use of the card that cannot be resolved by SanDisk Support.
- NOTE: The maximum file size of the submitted image is 3 MB.