

DELKIN DEVICES		Quality Notice	
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SUBJECT:

Counterfeiting of Delkin Devices memory cards.

ISSUE:

Fraudsters have been modifying inoperative, hacked, or low-end products with labels or paint to look like Delkin high-end memory products. The fraudsters use these counterfeit cards to try to take advantage of Delkin’s industry-leading warranty program.

PRODUCT(S):

Products particularly targeted by fraudsters include Delkin Devices high-end retail products: SecureDigital (SD) and microSD cards with high capacities (128GB, 256GB, 512GB, etc.)
Ex.: Prime 128GB, Prime 256GB, Power 128GB, Advantage 512GB, BLACK 128GB, etc.

RESOLUTION:

There are a few key characteristics that dealer personnel can review to help identify whether a memory card is counterfeit or genuine. **Please refer to the following pages for examples.**

If counterfeit cards are suspected, feel free to call the friendly US-based Delkin customer service team for clarification.

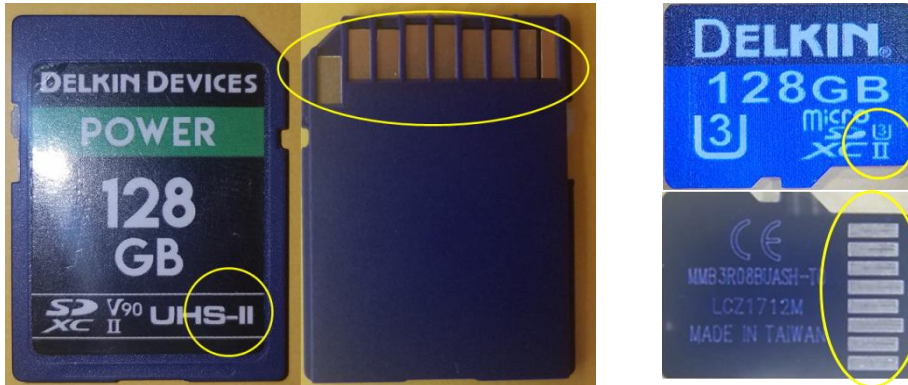
CONTACT INFO:

Customer Service
Toll Free: (800) 637-8087
Local: (858) 391-1234
customerservice@delkin.com

Business Hours
Monday - Friday
8am to 5pm PST

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- Counterfeit cards may come from unmoderated sources like auction sites, uncontrolled private-listing-for-sale sites, or private-sellers on large retail sites.
- Counterfeit cards may have a label that does not correspond to the actual product. (UHS-II label or mark on a UHS-I card)



- Counterfeit cards may not have Delkin production information and industry symbols laser-etched on the back.



Non-Delkin format



Delkin format



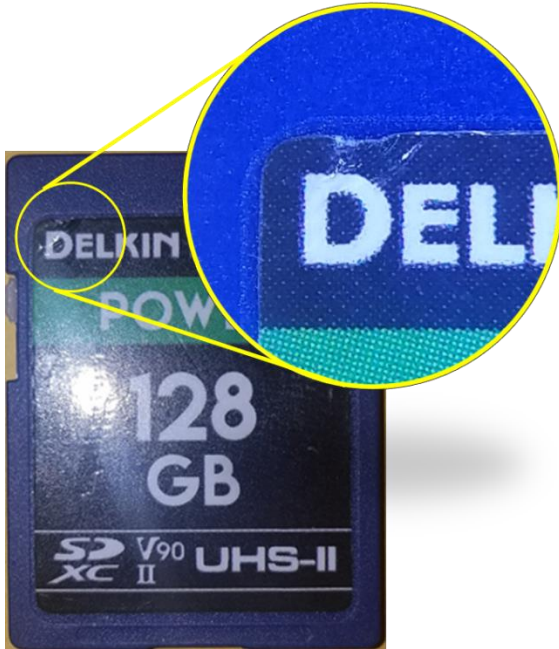
Non-Delkin blank



Delkin format

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- Counterfeit cards may have labels that show evidence of tampering or peeling at the corners.



- Counterfeit microSDs may have unusual fonts or character spacing, blurry edges, or “off” colors on the markings.

