

FnL User Privacy and Security Policy

Your Personal Data is safe with FnL & HighPoint.

Maintaining the security and privacy of your personal data is paramount. First-time visitors and long-time customers alike can rest assured; neither FnL nor HighPoint will never sell or share your personal information.

All personal contact information, including names, email addresses, physical addresses and phone numbers, are kept confidential. Such information is only used when communicating with our customer base, and for general, in-house statistical analysis when examining the real-world applications of our products and services.

Financial Data:

We may request financial data when processing orders or examining requests for credit extensions. Such data will only be used for conducting business transactions.

Cookies:

FnL & HighPoint utilize cookies to confirm the identity and login information of users accessing our online Web Support Portal, when conducting transactions via our Online Stores, and when identifying a user's web/online preferences such as opt-out cookies.

You can configure your browser to not accept cookies. However, rejecting cookies may limit the functionality of FnL /HighPoint-related websites, including our Technical Support services.

FnL Warranty & Return Services

Warranty:

FnL AIC Drives are built to a standard, not a price point, and have been extensively tested in real-world environments to ensure they meet or exceed the official specifications.

Every FnL AIC drive is backed by a 3-Year Limited Warranty* and free, lifetime technical support.

FnL AIC Drive Return & Refund Policy:

HighPoint Technologies, Inc. will accept return requests for an FnL AIC Drive within 7 days of the original purchase invoice date. Such returns are subject to a restocking fee, and customers will have to cover the cost of the return shipment;

Return & Cancellation Fees:

Unshipped order Cancellation Fee: 4.9%

Unused (new) condition: 15% (+ shipping fees)

Used condition: 25% (+ shipping fees)

Return requests submitted after this 7 day period must abide our standard RMA & Warranty policies.

Important: Please note, to qualify for a refund, the product must be returned in its original condition within 7 days of date indicated on the purchase invoice. Product returns that are missing items may be subject to additional restocking fees.

Refund requests for returns that have been damaged, modified, or exhibit signs of heavy use will be denied, and the items(s) will be returned to the shipper as received.

If an incorrect Item was received: If the product received does not correspond with the purchase invoice, please contact us as soon as possible and describe the discrepancy. Please do not unseal the packaging or attempt to use an incorrectly shipped item – doing so will void the return the request.

Standard Hardware Replacement (RMA):

This optional service allows customers to return HighPoint products for testing purposes, upon referral from a Support Representative, to determine if the unit in question requires repair or replacement. Typically, tests take between 3-10 working days.

***FnL Warranty (DWPD / TBW Policy)**

The Limited warranty may be impacted by the FnL AIC drives' current TBW rating. NVMe SSD's that have exceeded their TBW /DWPD thresholds due to standard operation are not device failures – this is the expected outcome of normal wear-and-tear; the drives are operating within their manufacturer's stated specifications and must be replaced by the customer/end-customer. Drives in such a state are not covered by our Warranty Policy.

Order Processing & Shipping Policies

Preparation Time:

Most orders will be processed and ready to ship within 3 business days of receiving the order. We will notify you via Email when your order has been shipped and will provide a tracking number.

Payment:

We accept payments via PayPal.

Shipping (Domestic):

Our default Carrier and shipping method within the continental US is FedEx Ground.

General Delivery Schedules:

West Coast: 1-2 business days

Central Regions: 3-4 business days

East Coast: 4-5 business days

Expedited shipping options are available; please contact us directly: Sales@FnLNVM.com

Shipping (International):

We ship internationally via FedEx Priority & Economy International. Customers can select either option during the checkout process. Note; the shipping costs do not include any taxation for customers outside of the U.S.A.

Customers located outside of the United States of America are responsible for any taxes related to the purchase of FnL/HighPoint Products and Services.