

29August 2026

Dear Customer,

Compliance with the Empowering Consumers Directive (Directive EU 2024/825) (“EMPCO”)

We confirm the following steps we are taking to comply with [EMPCO](#) by the deadline of 27 September 2026 following our implementation based on [Guidelines](#) issued by the EU Commission. The Guidelines also outline where you can obtain the information needed to ensure your own compliance when reselling Sandisk Products in the EU.

EMPCO introduces prohibited and misleading greenwashing claims in relation to products. We can confirm that following a review of our product marketing, we do not make any prohibited or unsubstantiated claims in violation of EMPCO.

EMPCO also introduces new transparency requirements for e-commerce and physical brick and mortar resellers to display information about any [extended manufacturer’s warranty period](#) using the new mandatory standard EU form (“**GARAN Label**”) at the point of sale. Additionally it requires additional information about EU’s minimum consumer legal warranty and guarantee rights (“**Rights Card**”) to be displayed in the relevant European language of the store. Specimens of the GARAN Label and Rights Card are set out on the attached.

To ensure our own compliance with EMPCO, we will be updating our product pages on [shop.sandisk.com](#) to include both the GARAN Label and the Rights Card. We have also opted to meet additional information requirements of EMPCO to provide links to our [Extended Manufacturer’s Warranty Terms](#) and [product support information](#) on the same document as the GARAN Label.

Since the minimum size requirement of the GARAN label under EMPCO exceeds the dimensions of most of our packaging, we will not be placing this on our product packaging (as this is not a legal requirement). However, as a courtesy, to assist resellers to display such information at the point of sale for consumers, you may download the applicable Sandisk GARAN Label from the relevant product page on [shop.sandisk.com](#) (once published by 27 September 2026). Once downloaded you can print it for display with products in physical stores or upload it to your own e-commerce store Sandisk product page.

Should you have any further questions relating to EU product regulatory matters, including requests for specific evidence of compliance with applicable product regulation, please reach out directly to your account manager.

Sincerely,

Chris Stanley
Director, Senior Legal Counsel
Europe Middle East and Africa

chris.stanley@sandisk.com

GARAN Label

GARAN



Brand/Trademark

Model identifier

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BG Гаранция от производителя в години | CS Záruka výrobce v letech | DA Producentgarantiens varighed i år | DE Herstellergarantie in Jahren | EL Εγγύηση παραγωγού σε έτη | EN Producer guarantee in years | ES Garantía del productor en años | ET Tootja garantii aastates | FI Tuottajan takuu vuosina | FR Garantie du producteur en années | GA Ráthaíocht an táirgeora de réir blianta | HR Jamstvo proizvođača u godinama | HU Gyártói jótállás években | IT Garanzia del produttore in anni | LT Gamintojo garantija metais | LV Ražotāja garantija gados | MT Garanzija tal-produttur fi snin | NL Producentengarantie in jaren | PL Gwarancja producenta w latach | PT Garantia do produtor em anos | RO Garanția producătorului în ani | SK Záruka výrobcu v rokoch | SL Garancija proizvajalca v letih | SV Tillverkarens garanti i antal år

Rights Card (English)



LEGAL GUARANTEE

Minimum two-year legal guarantee protection for goods sold in the European Union.

Consumers can claim their rights under the legal guarantee of conformity, for example if goods:

- do not match the description;
- do not function as intended.

Sellers are liable for any lack of conformity which existed when the goods were delivered, and which becomes apparent within the legal guarantee period. Sellers in such a situation are required to offer:

- free repair or free replacement;**
- in some cases, a **price reduction** or **full reimbursement**.

Some countries have a longer legal guarantee period. For second-hand goods, a shorter period may apply, but not less than one year.

For more information on your rights in a specific country, scan the QR code below or ask the seller.



europa.eu/youreurope/guarantees

What to do if you receive non-conforming goods:

- Contact the seller as soon as possible to report the issue;
- Provide proof of purchase, such as a receipt, invoice, or bank statement.



Sellers and producers may also offer commercial guarantees, which apply independently from the legal guarantee. For example, you may see this GARAN label representing a **commercial guarantee of durability** offered by the producer at no additional cost and covering the entire good.