

Getting your Solid State Drive (SSD) ready for mail-in service

1. Make sure to back up any important data stored on the SSD, if you can. We may need to erase all content from the SSD as part of the repair process. Unfortunately we cannot guarantee that any data can be preserved or recovered from the SSD.
2. During the repair process, some content on your device may be visible to the technician. We recommend you delete that information or reset your device before sending it in for repair.
3. Your SSD is now ready to be shipped in for service. If you already arranged to have your SSD repaired, you should have received instructions on how to mail it in. If you didn't get the instructions or you misplaced them, [contact us](#) for support.

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