



SEAGATE LIMITED WARRANTY policy

Current Limited Warranty Periods and Return Options

ASBIS will provide a limited warranty for Seagate products based on published limited warranty periods included in this Policy.

These limited warranty periods and return options may change from time to time.

The following is a summary of current warranty periods and return for Seagate products.

Current Limited Warranty Periods and Return Options		
Product Line/Segment Bare Drive Products	Current Warranty Periods ¹	Current Return Options ²
Desktop Storage		
BarraCuda®, Barracuda® or Desktop HDD	2 years	RFC or RE
Notebook Storage		
BarraCuda®, Laptop HDD, Laptop Thin HDD, Mobile HDD or Momentus® Thin	2 years	RFC or RE
Desktop Storage & Notebook Storage Performance – SSHD and BarraCuda® Pro⁹		
BarraCuda® Pro, FireCuda™, Desktop SSHD, Laptop SSHD or Laptop Thin SSHD	5 years	RFC or RE (RFC only, years 3-5)
Consumer Electronics		
IronWolf™, SkyHawk™, SkyHawk™ Lite, Surveillance HDD, Video 2.5 HDD, Video 3.5 HDD, SV35 Series™, Pipeline HD® or NAS HDD	3 years	RFC or RE
IronWolf™ Pro or SkyHawk AI	5 years	RFC or RE (RFC only, years 4-5)
Nearline - 5 Years		
Exos™ X Series, Exos E Series (except 5E8), Enterprise Capacity 3.5 HDD, Enterprise Capacity 2.5 HDD, Enterprise NAS HDD, Constellation® ES or Constellation® Series	5 years	RFC or RE (RFC only, years 4-5)
Nearline - 3 Years		
Exos 5E8, Terascale™ HDD or Archive HDD	3 years	RFC or RE
Mission Critical		
Enterprise Performance 15K HDD, Enterprise Performance 10K HDD, Savvio® or Cheetah®	5 years	RFC or RE

1. *Warranty Period: Year 1 commences on dates ASBIS ships and invoices product to customer and ends the day before the one-year anniversary of shipment invoiced date; Year 2 commences on the one-year anniversary date of the shipment invoiced date and ends the day before the two-year anniversary of the shipment invoiced date; etc.*
2. *RFC = Return for Credit and RE = Replacement/Exchange.*

Limited Warranty Return for Credit (RFC) and Replacement/Exchange (RE) Procedures:

A. RFC and RE Guidelines & Requirements

Customer may return Seagate faulty (defective) in-warranty products for a portion of the then-current product price or, as determined by ASBIS, for RE of product. The amount of RFC credit is based on a sliding credit scale. In order to be eligible for RFC, Customer must follow the guidelines described in this policy.

Current RFC guidelines and requirements include the following:

1. RFC is based in the date the product is shipped and invoiced to the Customer (i.e., the time period for determining declining scale credit starts when ASBIS ships the Product to the Customer).
2. RFC values for "active" products are based on the current price list available to the Customer at time ASBIS receives the in-warranty products, less declining scale adjustment. The current price is determined from Customer Price List and any invoice special pricing authorization.
3. When the product is removed from Customer Price List, it becomes "End of Life" (EOL). RFC values for EOL products are calculated based on the current list price of a replacement or a comparable product that is offered to the Customer.
4. Returned product must be under warranty and non-conforming.
 - (a) Customer must utilize ASBIS's e-Warranty system when returning the product.
 - (b) Customer must follow ASBIS's standard Return Material Authorization (RMA) process
 - (c) Customer is responsible for freight, insurance, import/export duties and all other local taxes associated with return of product to ASBIS.
 - (d) ASBIS reserves the right to verify failure.
 - i. In the event that an excessive percentage of returned product is found to be "No Trouble Found", units (NTF), ASBIS reserves the right to return product to Customer, cancel any credit issued.
 - ii. ASBIS may return NTF units to Customer freight collect and cancel any associated credit issued.
5. ASBIS will have no obligation to provide warranty support after the end of the applicable warranty period.
6. ASBIS may revise the terms of this Policy at any time.
7. Additional RFC and RE terms for specific product lines are described in Section C of this Policy

B. RFC Declining Scale Credits

Below table describes RFC values for the following Seagate product lines:

Bare Drive Products: Desktop Storage (DS), Notebook Storage (NS), Consumer Electronics (CE), Nearline Storage/Business Critical (NL/BC) and Mission Critical(MC).

	SEAGATE OR SAMSUNG BARE DRIVE PRODUCTS					
Product Line	Mission Critical	Nearline, IronWolf™ Pro or SkyHawk AI	CE	DS & NS Performance ³	Constellation CS/Terascale HDD/Archive HDD	Desktop /Notebook Storage
Warranty Period ¹	5 -Years	5 -Years	3 -Years	5-Years	3 -Years	2 -Years
Year 1 Credit	100%	100%	100%	100%	100%	100%
Year 2 Credit	75%	100% ²	100%	100%	75%	100%
Year 3 Credit	50%	100% ²	50%	50%	50%	N/A
Year 4 Credit	25%	25%	N/A	25%	N/A	N/A
Year 5 Credit	10%	10%	N/A	10%	N/A	N/A

1. *Warranty Period: Year 1 commences on dates ASBIS ships and invoices product to customer and ends the day before the one-year anniversary of shipment invoiced date; Year 2 commences on the one-year anniversary date of the shipment invoiced date and ends the day before the two-year anniversary of the shipment invoiced date; etc.*
2. *Effective for Nearline drives shipped by ASBIS on or after June 30, 2012*
3. *Desktop and Notebook Storage Performance SSHD products shipped from ASBIS prior to January 2, 2016 have a 3-year warranty. Desktop and Notebook Storage Performance SSHD products shipped from ASBIS on or after January 2, 2016 have a 5-Year warranty. BarraCuda® Pro products have a 5-Year warranty.*

C. RFC and RE information for Specific Products

Additional RFC information for specific products is described below.

1. Seagate Bare Drive Mission Critical Products with 5 Year Limited Warranty
 - a) Mission Critical products have the option for RFC or RE (if available) for warranty returns during the applicable warranty period.
 - b) Default RFC and RE options may vary depending on returning age of drive
2. Nearline products, IronWolf™ Pro, SkyHawk AI, SV35.3, Barracuda® 7200.11 or Barracuda® XT Series with 3 or 5 Year Limited Warranty

Customer will have the option of RFC or RE the product (subject to product availability) for warranty returns during Years 1- 3, with the exception of uniquely configured product, which will be processed as RFC only. For products with a 5 year warranty, Years 4 and 5 will be supported with RFC only.
3. Seagate or Samsung Bare Drive Desktop Storage, Notebook Storage, Consumer Electronics, Archive HDD or Exos5E8 with 1, 2, 3 or 5 Year Limited Warranty
 - a) Customer will have the option of RFC or RE for warranty returns during Years 1-3, with the exception of uniquely configured product, which will be processed as RFC only
 - b) For products with a 5 year warranty, Years 4 and 5 will be supported with RFC and RE. Should an end customer require a replacement drive in year 4 or 5, support will be provided directly from Seagate.

4. Seagate Bare Drive Desktop Storage and Notebook Storage Performance – SSHD products, FireCuda™ or BarraCuda® Pro with 3 or 5 Year Limited Warranty
 - a) For products sold on or after January 2, 2016, Customer will have the option of RFC or RE for warranty returns during Years 1-2, with the exception of uniquely configured product, which will be processed as RFC only. Years 3, 4 or 5 will be processed as RFC only. Should an end customer require a replacement drive in year 3, 4 or 5, support will be provided directly from Seagate.
 - b) For products sold prior to January 2, 2016 with a 3 year warranty, Customer will have the option of RFC or RE for warranty returns during Years 1-3, with the exception of uniquely configured product, which will be processed as RFC only.