



# Storage Platforms – Available Parts Replacement Offerings

## Highlights

- Advanced-replacement option enables customers to rapidly recover from outages and minimize downtime
- Non-Return Option simplifies management of drives that may contain data subject to government and regulatory requirements.
- Available for purchase at the same time as covered products are purchased
- Effective for the duration of the warranty period

To learn more about pricing and availability of these options for a particular product, contact your HGST Sales representative.

### Sales Inquiries

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## Choose a Replacement Option to Match Your Business Needs

Your data is important – it's required to run your business. When parts inside your storage platforms fail, it's critical to get them replaced without affecting your business. Additionally, downtime can be costly. Government and regulatory requirements can make returning a storage device for warranty replacement difficult to manage. To help you mitigate these business challenges, HGST offers two part replacement options for purchase to complement our [Standard Warranty](#):

- **Advanced Replacement Option (ARO)** – A replacement part is shipped in advance of the return of the defective part, and provides a window of 30 days from receipt of the replacement drive for the customer to return the drive that's being replaced.
- **Non-Return Option (NRO)** – By providing a certificate of destruction, in lieu of the physical return of the part, the customer can dispose of the replaced drives instead of returning them per standard warranty terms.

## Offering Details

### Advanced Replacement Option - Terms

Customers may purchase an Advanced Replacement Option ("ARO") for select HGST Products. Eligibility for ARO requires the payment of a separate fee and must be purchased at the time of purchase of the applicable Product.

For customers who purchase the ARO, during the applicable warranty period, HGST will ship a replacement part for defective product in advance of the return of the defective part. All RMA options are intended to replace defective part only, not the entire system. The customer is required to return the defective part to HGST within thirty (30) days of the receipt of the replacement part. HGST reserves the right to suspend future ARO for customers who fail to return the defective part.

Unless expressly modified by these Terms for ARO, the applicable HGST warranty terms continue to apply.

What's covered:

- All HDDs, SSDs, cables, connectors, and other FRU's as originally configured and shipped in the platform

### Non-Return Option - Terms

Customers may purchase a Non-Return Option ("NRO") for select HGST Products. The NRO requires the payment of a separate fee and must be purchased at the time of purchase of the applicable Product. Under HGST's NRO, subject to the conditions herein, Customers can provide a certificate of destruction in lieu of the physical return of the defective hardware. In order to qualify for the NRO service offering, the following terms apply:

- Customer must purchase the NRO service at the time of the purchase of the applicable Product;
- Prior to the destruction of the defective part, if requested by HGST, Customer agrees to perform certain diagnostic steps provided by the HGST support team and to provide certain information regarding the part performance;
- If the diagnostic steps indicate that the hardware defect is caused by the firmware, software, and/or device driver, Customer agrees to install the updated firmware, software, and/or device drives rather than destroying the hardware part:
  - Upon confirmation of the hardware defect and confirmation of entitlement, Customer shall destroy the defective hardware and provide a certificate of destruction of the part to HGST.
  - Upon receipt of the certificate of destruction, HGST will provide a warranty remedy per the applicable warranty terms.

Unless expressly modified by these Terms for Non-Return Option, the applicable HGST warranty terms continue to apply.

HGST reserves the right to modify these offerings at any time.

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