

Storage Platforms – Available Parts Replacement Offerings

Support 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

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, Western Digital offers two part replacement options for purchase to complement our Standard Warranty:

- **Advanced Replacement Option (ARO)** – Upon a customer requesting a part replacement, Western Digital will ship the replacement part in advance of the defective part being returned. Customer then has 30 days from receipt of the replacement part to return the defective part.
- **Non-Return Option (NRO)** – By providing a certificate of destruction, in lieu of the physical return of the hard disk drive or SSD, 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 Western Digital Products. Eligibility for ARO requires the payment of a separate fee and must be purchased at the time of purchase of the applicable Product. ARO is automatically provided to customers who included StorChoice in their purchase of an applicable Product.

For customers who purchase the ARO, during the applicable warranty period, Western Digital 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 Western Digital within thirty (30) days of the receipt of the replacement part. Western Digital 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 Western Digital warranty terms continue to apply.

What's covered:

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

Non-Return Option – Terms

Qualified customers may purchase a Non-Return Option ("NRO") for select Western Digital Products. The NRO requires the payment of a separate fee and must be purchased at the time of purchase of the applicable Product. Under Western Digital's NRO, subject to the conditions herein, Customers can provide a certificate of destruction in lieu of the physical return of the defective hard disk drive or SSD. 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 Western Digital, Customer agrees to perform certain diagnostic steps provided by the Western Digital 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 Western Digital.
 - Upon receipt of the certificate of destruction, Western Digital will provide a warranty remedy per the applicable warranty terms.

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

Western Digital.

5601 Great Oaks Parkway
San Jose, CA 95119, USA
US (Toll-Free): 800.801.4618
International: 408.717.6000
www.westerndigital.com

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