



EXTENDED WARRANTY COVERAGE

Extended Warranty 1 - 5 years

JetStor warrants this product to be free from defect in material and workmanship for a period of one to three years after the original warranty expired. During this period, if the customer experiences product malfunction due to the defects in materials or workmanship and is unable to resolve the problem via phone with JetStor Technical Support, a Return Material Authorization (RMA) will be issued.

Following receipt of an RMA, the Purchaser is responsible for returning the product along with a proof of purchase to JetStor, freight prepaid. JetStor, upon verification of warranty, will repair or replace at its option the part in question, and will then return the product to the Purchaser, freight prepaid.

General Terms

The above warranties shall not apply to expendable components such as fuses, bulbs, and the like, nor to disk drives, connectors, adapters, and other items not a part of the basic product. JetStor shall have no obligation to make repairs or to cause replacement required through normal wear and tear or necessitated in whole or in part by catastrophe, fault or negligence of the user, improper or unauthorized use of the product, or use of the product in such a manner for which it was not designed, or by causes external to the product, such as, but not limited to shipping damage, power failure or air conditioning.

JetStor's sole obligation hereunder shall be to repair or replace any defective product, and, unless stated, pay return transportation costs. Purchaser shall provide labor for removal of the defective product, shipping charges for return to JetStor and installation of its replacement. On-site services are not a part of this warranty. Above warranties are subject to change without notice.

Disk Drive Warranty

All disk drives carry full warranty of their respective manufacturer and that manufacturer's replacement policy applies at all times. JetStor may provide assistance to a customer in getting warranty replacement or warranty service but under no circumstances should this act of good will be considered an obligation. Additionally, JetStor shall have no obligation to replace or repair any drive within any specific time frame.

Returned Material

Warranty claims must be received by JetStor within the applicable warranty period. A replaced product, or part thereof, shall become the property of JetStor and shall be returned to JetStor at Purchaser's expense. All returned material must be accompanied by a Return Materials Authorization (RMA) number assigned by JetStor. To obtain an RMA number, email JetStor at support@jetstor.com.

JetStor Sales personnel must be consulted for authorization of returned goods for credit and/or evaluation.

THE EXPRESSED WARRANTIES SET FORTH IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED AND EXCLUDED BY AC&NC. THESE STANDARD EXPRESS WARRANTIES ARE IN LIEU OF ALL OBLIGATIONS OR LIABILITIES ON THE PART OF AC&NC FOR DAMAGES, INCLUDING BUT NOT LIMITED TO SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE PRODUCT.