

Warranty Policy

PSG/NSG Warranty Support for Distribution Channel

Effective July 26, 2004, Seagate will extend a 5-year limited warranty on all products purchased after June 1, 2004 that were available through the distribution channel, with the exceptions of external hard drives, the new pocket, portable and CompactFlash drives.

PRODUCT WARRANTY PERIODS

PERSONAL STORAGE	
Barracuda 7200.7	5 years
Barracuda ATA V	5 years
Barracuda ATA IV	5 years
U Series	5 years
NOTEBOOK STORAGE	
Momentum 4200	5 years
Momentum 5400	5 years
RETAIL PRODUCTS	
Retail Internal	5 years
Retail External	1 years
ST1 Series USB/CF	1 years

PROGRAM DETAILS

- Standard warranty for Distribution will be 5 years from the date product is shipped from Seagate.
- Distributors will have the option of Return for Credit (RFC) or Replacement product (R/E for warranty returns during years 1-3. Years 4 and 5 will be supported with RFC only.) Should an end customer of a distributor require a replacement drive in year 4 or 5, support will be provided directly from Seagate.
- Customer is responsible for freight, insurance, import/export duties and all other local taxes associated with the return of product.
- The Return Material Authorization (RMA) process remains unchanged. Serial numbers must be provided.
- Upon conclusion of the warranty period, no further Product support will be provided.
- The credit amount is a percentage calculation, based on the current or last distribution list price or Special Pricing Authorization (SPA) for the Product, not to exceed current list price or SPA for newer generation product of like or greater capacity.
- The credit percentage calculation begins on the date the Product is shipped to the Distributor. Credit percentages are as follows:

Basis for Credit	Credit amount
Product ship/pull date	(percent of current/last established price)
Date of shipment –180 days	100%
Day 181 - 365	90%
Year 2	75%
Year 3	50%
Year 4	25%*
Year 5	10%*

*As stated in # 2, Distributors will receive RFC only for years 4 and 5. Customers requiring a replacement drive will come direct to Seagate.



Seagate
5-Year
Warranty