Seagate Global Limited Warranty Overview Policy

Effective Date: September 29, 2012

Policy Summary

This Global Limited Warranty Overview ("Policy") describes Seagate's limited warranty for Seagate Authorized Distributors (AD) and is part of your distributor agreement with Seagate. By participating in the programs described in this Policy, you agree to comply with the provisions below subject to the terms and conditions of your distributor agreement with Seagate.
NOTE: This document replaces and supersedes Policy Number **Q113010POL**, with respect to Seagate Products, as of the Effective Date above. For Samsung Product Warranty information see Global Limited Warranty Overview Policy for Samsung Products, Policy Number **SEC-Q213502POL.**

Eligible Products
- Seagate® Bare Drive Products
- Seagate® Retail Products

Eligibility
Authorized Distributors may not be eligible to purchase all Eligible Products. To view the list of products that you are authorized to purchase, please visit the Seagate Direct Price List and POS Rebate application.

Regional Warranty Restrictions
Only Eligible Products sold to customers in your designated Territory are eligible for coverage under the limited warranty set forth in this Policy and your distributor agreement with Seagate. If an Eligible Product is returned to Seagate by a customer who purchased such product outside of your Territory, Seagate reserves the right to return the product to the customer freight collect or as otherwise required by applicable law.

I. Current Limited Warranty Periods for Seagate

Seagate will provide a limited warranty for Seagate products based on published limited warranty periods included in this Policy and subject to the terms of your distributor agreement with Seagate. These limited warranty periods may change from time to time. The following is a summary of warranty periods for Seagate products shipped by Seagate on or after the Effective Date.

Product Line/Segment	Current Warranty Periods
Desktop Storage (Barracuda®, Barracuda® Green)[2]	*2 years*
Notebook Storage (Momentus® and Momentus Thin)[2]	*2 years*
Desktop Storage & Notebook Storage Performance (Barracuda® XT, Momentus® XT)	*3 years*
Consumer Electronics (SV35 Series™, Pipeline HD®, Pipeline HD® Mini)	*3 years*
Nearline (Constellation® ES, Constellation® Series)	*5 years*
Mission Critical (Savvio®, Cheetah®, Pulsar.2™, and Pulsar®XT.2 Series)[5]	5 years
Retail Products – Internal Drives[4]	1, 2 or 3 years[6]
Retail Products – External Drive[4]	1, 2, or 3 years[3]
Retail Products – Network Attached Storage[4]	1, 2, or 3 years[3]
Retail Products – Media or Entertainment[4]	1, 2, or 3 years[3]
Retail Products – Serialized Accessories[4]	90 days or 1 year[3]
Retail Products – Non-Serialized Accessories[4]	90 days[3]

[1] Please note that previous generations of products may have different warranty periods. If you have questions, please contact your Seagate Customer Service Representative. **Please also see Appendix I for previous warranty periods.**

[2] EM200 Bare Drives are sold "as is" with no warranty. Any limited warranty offered in your distributor agreement with Seagate, your or Seagate's order or acknowledgment terms, or in this Policy shall not apply to EM200 Bare Drives.

[3] Customers in the European Economic Area (EEA) will receive a 2-Year warranty period for products that otherwise have a 90 day or one year warranty period.

[4] Retail Products:
   - Seagate's consumer limited warranty statements (on paper, electronic media or published online and expressly referenced in materials accompanying Products) are intended for end user customers only.
   - Network Attached Storage products include but are not limited to: FreeAgent® GoFlex® Net, GoFlex® Home and BlackArmor® NAS Series products.
   - Media or Entertainment products include but are not limited to: FreeAgent® Theater+™ and GoFlex® TV.

[5] Pulsar.2™ and Pulsar®XT.2 Series have either a 5-Year Life-Managed or a 5-Year Usage-Based warranty period. Please see C.2 for details.

[6] Effective May 30, 2012, Retail Products – Internal Drives – Barracuda® and Momentus® LP kits will have a 1-Year limited warranty. Momentus® XT kits will have a 3-Year limited warranty.

Retail Products – Internal Drives sold prior to May 30, 2012 have a 5-Year warranty. Customers in the European Economic Area (EEA) will receive a 2-Year warranty period for products that otherwise have a 90 day or one year warranty period.

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

    A. RFC and RE Guidelines & Requirements

Subject to the terms of this Policy and your distributor agreement, ADs may return non-conforming (*i.e.*, it fails to function properly under normal use due to a defect in materials, or workmanship, or due to non-conformance with the published specifications), in-warranty products for a portion of the then-current product price or, as determined by Seagate, for RE of product. The amount of RFC credit is based on a sliding scale. In order to be eligible for RFC, ADs must follow the guidelines described in this Policy. Current RFC guidelines and requirements include the following:

- RFC is based on the date the product is shipped and invoiced to the AD (*i.e.,* the time period for determining sliding scale credit starts when Seagate ships the product to the AD).
- RFC values for "active" products are based on the current price available to the AD at time Seagate receives the in-warranty products, less sliding scale adjustment. The current price is determined from AD Price List and any invoice special pricing authorization ("Invoice SPA").
- When a product is removed from the AD Price List, it becomes "End of Life" (EOL). RFC values for EOL products are based on AD's "approximate net price" less sliding scale adjustment. The AD's "approximate net price" is determined using the lesser of the previous list price or the list price of a functionally equivalent replacement product, adjusted by an approximation of Sales Programs already paid to the AD such as debit special pricing authorizations ("Debit SPAs") and POS rebates.
- Returned product must be under warranty and non-conforming.
  - AD must utilize Seagate's Returns Management System (RMS) when returning product.
  - AD must follow Seagate's standard Return Material Authorization (RMA) process as described in the AD Agreement and www.seagate.com (*e.g.,* ADs must provide serial numbers).
  - AD is responsible for freight, insurance, import/export duties and all other local taxes associated with the return of product to Seagate.
  - Seagate reserves the right to verify failures.
    - In the event that an excessive percentage of returned product is found to be "No Trouble Found", units (NTF), Seagate reserves the right to return Product to AD, cancel any credit issued, and charge AD a USD$50.00 per unit testing and handling fee.
    - Seagate may return NTF units to AD freight collect and cancel any associated credit issued.
- Seagate will have no obligation to provide warranty support after the end of the applicable warranty period.
- Seagate may revise the terms of this Policy at any time.
- Additional RFC and RE terms for specific product lines are described in Section C of this Policy.

B. RFC Declining Scale Credits

The table in this Section (see below) describes RFC values as of the Effective Date for the following Seagate and Maxtor product lines:

- *Bare Drive Products*: Desktop Storage, Nearline Storage/Business Critical (NL/BC), Notebook Storage (NS), and Consumer Electronics (CE)
- *Retail Products:* Internal, External, Network Attached Storage, Media or Entertainment Retail Products.

Product Line	Seagate or Maxtor Bare Drive Products				Seagate or Maxtor Retail (Retail Internal and External Drives)			
Warranty Period [3]	Mission Critical[1] 5 Years	Nearline[1] 5 Years	CE / Barracuda XT/ Momentus XT[5] 3 Years	Desktop /Notebook Storage[7] 2 Years	5 Years	3 Years	2 Years	1 Year
Year 1 Credit	100%	100%	100%	100%	100%	100%	100%	100%
Year 2 Credit	75%	100%[6]	100%	100%	100%[4]	100%[4]	100%	N/A
Year 3 Credit	50%	100%[6]	50%	N/A	50%	50%	N/A	N/A
Year 4 Credit	25%	25%	N/A	N/A	25%	N/A	N/A	N/A
Year 5 Credit	10%	10%	N/A	N/A	10%	N/A	N/A	N/A

[1] Mission Critical products may not be returned for a credit unless they are "in volume" production and the declining scale will apply (see Section **C.1 and C.2** for details). Nearline products may be returned for credit for the applicable warranty period and the declining scale will apply (see Section C.3 for details)**.**

[2] In-warranty support for Retail product returns coming directly from the end customer will be in the form of RE (see Section C.2 and C.6).

[3] Warranty Period: Year 1 commences on date Seagate ships and invoices product to AD 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.

[4] Effective for drives shipped by Seagate on or after September 15, 2007.

[5] **Effective for Consumer Electronic drives shipped on or after June 30, 2012 and for Barracuda XT/Momentus XT shipped on or after December 31, 2011.** Please see APPENDIX I for other credit scale periods.

[6] **Effective for Nearline drives shipped by Seagate on or after June 30, 2012.** Please see APPENDIX I for other credit scale periods.

[7] **Effective for Desktop and Notebook Storage drives shipped by Seagate on or after June 30, 2012.** Please see APPENDIX I for other credit scale periods.

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** (except SSD products)
   o Mission Critical products are eligible for credit while they are in volume production (*i.e.,* products may be eligible to be returned for credit if the product has volume demand as determined by Seagate).
   o RFC values are based on the current price available to the AD at time Seagate receives the in-warranty units (not to exceed the current AD List Price or Invoice SPA price for newer generation product of like or greater capacity).
   o The option of RE product for warranty returns is available during the applicable warranty period.
   o The *Enterprise Storage Return for Credit Production List* (the "RFC List") in Appendix III contains a current listing of Mission Critical products in production.

- The RFC List may not reflect all products that are available to ADs in your location or the AD channel.
- Unless a product is included on the RFC List, it is not eligible for RFC under this Policy.
- Seagate may update the RFC List from time to time.
  - o Once production has ceased (*i.e.,* production phase-out) in-warranty products will be eligible for repair or replacement for the remainder of the warranty period.
  - o ADs must process new build returns or stock rotation products in accordance with applicable terms that apply to the AD.

2. Pulsar.2™ and Pulsar®XT.2 SSD products with a 5 Year Limited Life-Managed or Usage-Based Warranty
  - o ADs will have the option to return Pulsar.2™ and Pulsar®XT.2 SSD products for credit only, and the declining scale will apply.
  - o Specific SSD configurations are offered with Life-Managed or Usage Based warranty conditions:
    - The Life-Managed warranty period expires on the last day of product warranty period specified in this Policy (see Section **I** above) measured from the date of shipment to the AD customer.
    - The Usage-Based warranty expires on the earlier of the following: (1) the last day of the product warranty period specified in this Policy (see Section **I** above), measured from the date of shipment to the AD customer or (2) when the media usage indicator exceeds 95.0%.
    - Additionally, Usage-Based Credit will be based on media usage as measured through Seagate's usage verification process. Whereas, Life-Managed Credit will have the standard declining scale credit based on the credit year (see table, section B). Please see Appendix II, for qualifying part number and credit scale information for Usage-Based SSD products.
  - o ADs must offer credit pass-through to their Seagate SSD product customers.
  - o For end users: If credit pass-through cannot be obtained through the original distributor, Seagate at its option, will REPAIR the product by means of hardware and/or software; OR, REPLACE the product with another product; OR, if Seagate is unable to repair or replace the product, a credit pass-through will be authorized by Seagate to be redeemed through another Authorized Distributor. At Seagate's discretion, Distribution Return for Exchange orders may be fulfilled with refund.
  - o Credit, replacement or repair to customers may be in excess of 30 days in order to complete the usage verification process for Usage-Based SSD products.

3. Nearline products (Constellation® ES, Constellation®, Barracuda® ES), DB35.4, SV35.3, Barracuda® 7200.11, Barracuda® XT Series, DiamondMax® 22 drives with 3 or 5 Year Limited Warranty

- o For Nearline products shipped on or after June 30, 2012, ADs will have the option of RFC only. For other products shipped on or after June 30, 2012, ADs will have the option of RFC or RE product for warranty returns during Years 1-3, with the exception of uniquely configured product, which will be processed as RFC only.

- o For products shipped prior to June 30, 2012, ADs will have the option of RFC or RE product for warranty returns during Years 1-3, with the exception of uniquely configured product, which will be processed as RFC only.

- o For products with a 5 year warranty and shipped prior to June 30, 2012, Years 4 and 5 will be supported with RFC only. Should an end customer of a Seagate AD require a replacement drive in year 4 or 5, support will be provided directly from Seagate.

- o RFC values are based on the current price available to the AD at time Seagate receives the in-warranty units (not to exceed the current AD List Price or Invoice Special Pricing Authorization (SPA) price for newer generation product of like or greater capacity).

4. Seagate Bare Drive Desktop Storage, Notebook Storage, and Consumer Electronics with 1, 2, 3 or 5 Year Limited Warranty

- o ADs 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.

- o For products with a 5 year warranty, Years 4 and 5 will be supported with RFC and RE. Should an end customer of a Seagate AD require a replacement drive in year 4 or 5, support will be provided directly from Seagate.

- o Desktop Storage, Notebook Storage and DB35 Series™ products sold and invoiced on or before January 2, 2009 will carry a 5 year limited warranty.

- o ADs must process new build returns or stock rotation products in accordance with applicable terms that apply to the AD.

5. Maxtor Bare Drive Product with 3 Year Limited Warranty

- o Standard warranty on Maxtor® DiamondMax® & MobileMax® products for an AD is 3-years from the date Product is shipped from Seagate.

- o ADs 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 Return for Credit only.

6. Seagate and Maxtor Retail Products

- o ADs will have the option of RFC or RE for warranty returns.

- o In-warranty support for Retail product returns coming directly from the end customer will be in the form of RE.

- o ADs must process new build returns or stock rotation products in accordance with applicable retail terms that apply to the AD.

If you have any questions regarding this Policy, please contact your Seagate Representative or your Seagate Customer Service Representative.

Previous Versions:

- June 30, 2012 (PDF)
- March 31, 2012 (PDF)
- December 31, 2011 (PDF)
- October 1, 2011 (PDF)
- July 2, 2011 (PDF)
- October 2, 2010 (PDF)
- July 3, 2010 (PDF)
- May 13, 2010 (PDF)
- January 28, 2010 (PDF)
- January 2, 2010 (PDF)
- September 11, 2009 (PDF)
- January 3, 2009 (PDF)
- July 11, 2008 (PDF)
- March 1, 2008 (PDF)
- September 15, 2007 (PDF)
- August 18, 2007 (PDF)
- October 6, 2006 (PDF)

APPENDIX I:

Previous and Current Limited Warranty Periods:

Product Segment	DISTRIBUTION PRODUCT WARRANTY PERIODS & CREDIT SCALES					
	Products shipped by Seagate:					
	08/18/07-01/02/09	01/03/09 -07/01/11	07/02/11 -12/30/11	12/31/11-03/30/12	03/31/12-06/29/12	06/30/12-now
Desktop Storage or Notebook Storage MAINSTREAM						
Barracuda® or Barracuda® Green	5 years 100/75/50/25/10%	3 years 100/100/50%	2 years (2 mos Channel time) 100/100%	1 year (3 mos Channel time) 100%		2 years 100/100%
Momentus® or Momentus Thin	5 years 100/75/50/25/10%	3 years 100/100/50%	2 years (2 mos Channel) 100/100%	1 year (3 mos Channel time) 100%		2 years 100/100%
EM200	NA	0 years				
Desktop Storage and Notebook Storage PERFORMANCE						
Barracuda® XT and Momentus® XT	NA	5 years 100/75/50/25/10%		3 years 100/100/50%		
Consumer Electronics (Video, Specialty, DVR)						
DB35 Series™ or Pipeline HD®	5 years 100/75/50/25/10%	3 years 100/100/50%		2 years 100/100%		3 years100/100/50%
EE25 Series™ or SV35 Series™	5 years 100/75/50/25/10%	5 years 100/75/50/25/10%		2 years 100/100%		3 years 100/100/50%
Nearline						
Barracuda® ES, Constellation® ES, or Constellation® Series	5 years 100/75/50/25/10%			3 years 100/100/50%		5 years 100/100/100/25/10%
Mission Critical						
Savvio® or Cheetah®,	5 years Return for Exchange ONLY. Credit offered when in production - Non declining scale. Declining credit scale if returned after 12/31/2011 - 100/75/50/25/10%			5 years Return for Exchange ONLY. Credit offered when in production - Declining scale. 100/75/50/25/10%		
Pulsar.2™ or Pulsar®XT.2	NA		5 years 100/75/50/25/10%	5 Years, 100/75/50/25/10% or Usage-Based (see policy)		
Retail Products						
Internal Drives	5 years 100/100/50/25/10%			3 or 5 years 100/100/50/25/10%		1 year (2 years EMEA) or 3 years* 100/100%
	*Effective May 30, 2012, Retail Products – Internal Drives – Barracuda and Momentus LP kits will have a 1-Year limited warranty. Momentus XT kits will have a 3-Year limited warranty.					

APPENDIX II:

Pulsar.2™ and Pulsar®XT.2 SSD products with Limited Usage-Based Warranty

SSD Part Numbers that qualify for Limited **Usage-Based Warranty**:

Capacity (GB)	Model #	P/N	Interface
100	ST100FM0062	1CZ152	SATA
200	ST200FM0052	1CZ162	SATA
400	ST400FM0052	1CZ172	SATA
100	ST100FM0052	1CZ252	SAS
200	ST200FM0042	1CZ262	SAS
400	ST400FM0042	1CZ272	SAS
800	ST800FM0032	1CZ282	SAS
800	ST800FM0042	1D1282	SAS
800	ST800FM0052	1D2282	SAS

Credit Scale:

Usage-Based Credit Scale (SSD)				
100% credit for 95.0% to 100.0% Life Left,		0% credit for 0.0% to 9.9% Life Left		
Usage start range	Usage end range	Life Left start range	Life left end range	Credit % of base price
0% -	5.0%	100% -	95.0%	100%
5.1% -	10.0%	94.9% -	90.0%	95%
10.1% -	15.0%	89.9% -	85.0%	90%
15.1% -	20.0%	84.9% -	80.0%	85%
20.1% -	25.0%	79.9% -	75.0%	80%
25.1% -	30.0%	74.9% -	70.0%	75%
30.1% -	35.0%	69.9% -	65.0%	70%
35.1% -	40.0%	64.9% -	60.0%	65%
40.1% -	45.0%	59.9% -	55.0%	60%
45.1% -	50.0%	54.9% -	50.0%	55%
50.1% -	55.0%	49.9% -	45.0%	50%
55.1% -	60.0%	44.9% -	40.0%	45%
60.1% -	65.0%	39.9% -	35.0%	40%
65.1% -	70.0%	34.9% -	30.0%	35%
70.1% -	75.0%	29.9% -	25.0%	30%
75.1% -	80.0%	24.9% -	20.0%	25%
80.1% -	85.0%	19.9% -	15.0%	20%
85.1% -	90.0%	14.9% -	10.0%	15%
90.1% -	95.0%	9.9% -	5.0%	10%
95.1%	100.0%	4.9% -	0.0%	0%

![Seagate logo]

APPENDIX III: **Seagate Confidential**
Enterprise Storage Return for Credit Production List

Family	Capacity	Model #	Part #
Cheetah 15K.5	73	ST373455LC	**9Z3006-006**
		ST373455LW	**9Z3005-006**
	146	ST3146855LC	**9Z2006-005**
		ST3146855LW	**9Z2005-005**
	300	ST3300655LC	**9Z1006-002**
		ST3300655LC	**9Z1006-005**
		ST3300655LW	**9Z1006-005**
Cheetah 15K.6	146	ST3146356FC	**9CE004-005**
		ST3146356FC	**9CE004-006**
		ST3146356SS	**9CE066-007**
	300	ST3300656SS	**9CH066-007**
	450	ST3450856SS	**9CL066-006**
Savvio 10K.3	146	ST9146803SS	9FJ066-006
		ST9300603SS	9FK066-006
Savvio 15K.2	73	ST973452SS	9FT066-005
	146	ST9146852SS	9FU066-005
Cheetah NS 10K.2	300	ST3300602FC	9FP004-004
	450	ST3450802FC	9FR004-004
		ST3450802SS	9FR066-004
	600	ST3600002FC	9FS004-004
		ST3600002SS	9FS066-004
Cheetah 15K.7	300	ST3300457SS	**9XG066-001**
		ST3300557SS	**9PV066-001**
		ST3300657FC	**9FL004-008**
		ST3300657SS	**9FL066-003**
		ST3300657SS	**9FL066-008**
	450	ST3450757SS	**9PW066-001**
		ST3450857FC	**9FM004-003**
		ST3450857FC	**9FM004-008**
		ST3450857SS	**9FM066-003**
		ST3450857SS	**9FM066-008**
	600	ST3600057FC	**9FN004-008**
		ST3600057SS	**9FN066-003**
		ST3600057SS	**9FN066-008**
		ST3600857SS	**9XJ066-001**
		ST3600957SS	**9PX066-001**
		ST3600957FC	**9PX004-001**
Savvio 10K.4	450	ST9450404FC	9PY004-004
		ST9450404SS	9PY066-004
		ST9450304SS	9PZ066-005
	600	ST9600204FC	9PN004-004
		ST9600204SS	9PN066-004
		ST9600104SS	9PP066-005