

ORIGIN STORAGE LTD

RETURNS AND WARRANTY TERMS AND CONDITIONS

Origin Storage requires that a Return Merchandise Authorisation (RMA) number be issued to return a defective drive, cable or power supply. Please read the information outlined below to obtain an RMA number for product repair or replacement.

Warranty Terms and Conditions

Coverage

Origin Storage warrants its own branded and co-branded hardware products to be free from defects in materials and workmanship for the warranty period. This non-transferable, limited warranty is only valid for the first end-user purchaser. The warranty begins on the date of purchase and lasts for a period of 12 months unless otherwise specified. All non branded and special order parts not in Origin Storage's product portfolio carry a minimum 30day warranty unless otherwise specified.

Exclusions

This warranty does not apply to:

- (a) Origin Storage Software products;
- (b) Expendable components such as fuses or bulbs;
- (c) Third party products, hardware or software, supplied with the warranted product. Origin Storage makes no warranty of any kind on such products, which if included come with original manufacturer warranty and/or support.
- (d) Damage caused by accident, misuse, abuse, use of non-Origin Storage supplied or approved cables, power adapters, exposure of drives to excessive magnetic fields, or external environmental causes (e.g. acts of god.)
- (e) Products purchased via Amacom Technologies before December 2005.

Remedies

Your sole and exclusive remedy for a covered defect is repair or replacement of the defective product, at Origin Storage's sole option and expense, and Origin Storage may use new or refurbished parts or products to do so. The replaced part/product will be warranted for the remainder of the original warranty or three (3) months from the date of shipment of such parts/products, whichever is longer.

The above is Origin Storage's entire obligation to you under this warranty. IN NO EVENT SHALL ORIGIN STORAGE BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES OR LOSSES, INCLUDING LOSS OF DATA, ACTS OF GOD, OR PROFITS EVEN IF ORIGIN STORAGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. In no event shall Origin Storage's liability exceed the original purchase price of the drive. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Obtaining Warranty Service

You must notify Origin Storage within the warranty period to receive warranty service. Contact details for Origin Storage Customer Services can be obtained on our Web Site at <http://www.originstorage.com/support.asp> Currently your warranty entitles you to free technical support for all Origin Storage products throughout the warranty period of the product. Origin Storage reserves the right to change the above stated conditions without any advance notice.

If the Origin Storage representative determines your product is eligible for warranty service, you will be required to return it to Origin Storage at your expense (unless under DOA warranty), along with a return authorisation number provided by the representative and proof of purchase. Origin Storage will not protect, recover, or return data during warranty service so you should duplicate your data before shipment.

For customers returning disks with "sensitive" data whom are concerned about the safety and security of said data, we have a secure lockup in which to store products before and after testing. ALL data is considered "sensitive" and is only handled by trained engineers. If you are in anyway concerned about returning your drive due to the sensitivity of any information held on the disk, please speak to one of our technical team to raise your concern.

Sale or Return

Any customer wishing to return product for credit within the first 3 months of purchase, for reasons other than failure, will be subject to a minimum administration fee of £22 + VAT or 10% of the product value which ever is greatest, this will be deducted from the original sales price of each product. Products requested to be returned outside of the 3 months will be subject to a fee calculated by the sales representative responsible for handling the order. The fee will take into account the time taken to prepare, raise, integrate, package and ship the order and any depreciation on the product(s) itself. The fees are not in place as a deterrent, they are merely to cover losses incurred by Origin Storage as a result of the order

cancellation. Restocking fees may be waived if the cancellation occurs no more than 14 days from date of invoice. Origin Storage will not be responsible for collecting products where the cancellation was instigated by the customer. Credit may be refused if the product is non-stock, discontinued and or used.

Limitations

THE ABOVE WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. To the extent permitted by applicable law, ORIGIN STORAGE SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Any implied warranty required by applicable law shall be limited in duration to the express warranty term. Some jurisdictions do not allow disclaimers of implied warranties or limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

For up-to-date support information, please contact the Origin Storage Web Site at <http://www.originstorage.com/support.asp>

Obtaining an RMA Number

Origin Storage's warranty procedure requires some basic troubleshooting to be performed before repairing or replacing a defective product. This troubleshooting is for your convenience as often most Origin Storage products are not defective and do not need to be returned.

You will require the following when contacting Origin Storage's Technical Support and should have this to hand when you call.

- Personal information (name, address, phone number, etc.)
- Product information (product type and serial number)
- Computer information (make, model, operating system, etc.)
- Description of problem or error messages received

Once the Origin Storage Support representative has finished troubleshooting the problem, you may be required to fill in a returns request form before you return the product for repair or replacement. You will then be issued with an RMA (Return Merchandise Authorisation) number.

Shipping Defective Products

Once you have your RMA number, you should package the Origin Storage drive and any supplied accessories into a secure cardboard box or other suitable means of packaging. The packaging should provide the drive with adequate protection, so as to prevent further damage whilst in transit to Origin Storage. Static sensitive devices such as hard drives and memory should be protected by suitable anti-static packaging such as an ESD shielding bag. Failure to package the returned item properly could result in further damage to the product and/or invalidate its warranty.

You should clearly address the package to the address supplied by the support representative at the time of issuing the RMA number. The RMA number should also be written on the exterior of the package/carton and all paperwork, retain a record of it for your own records. This allows us to ensure that your package is processed in the quickest time possible, and packages received without a valid and/or missing RMA number on the exterior of the package may encounter delays.

Origin Storage recommends that all units returned for warranty repair or replacement be returned by a suitable method. A suitable method is one that requires a signature on delivery and is insured against loss or damage, as this will protect you should there be any problems in transit.

Once Origin Storage receives the defective drive, an engineer will book the drive into our system and an engineer will be assigned to repair or replace the defective drive. The normal turn around time on faulty drives is two to three days, stock permitting, and once complete the repaired or replaced drive will be returned to you using our insured couriers. At peak times the repair/replace time may regrettably increase, in the event of delays you shall be fore-warned by your support representative.

What Do I Do If My Drive Is Outside The Warranty Period?

If your Origin Storage drive is outside of its warranty period the support representative will notify you and will be able to discuss the various options that are available.