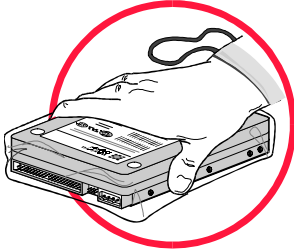


How To Return Western Digital Hard Drives

Return Merchandise Authorization (RMA) and Repackaging Information



Handle Drives Gently



DO NOT Stack Drives



DO NOT Drop Drives

Hard drives are precision instruments and should be handled with care at all times, including returns. Hard drives are typically damaged by rough handling, shock, vibration, and electrostatic discharge (ESD). See "Hard Drive Repackaging Guidelines" on page 3.

If your hard drive is under warranty and you determine that it is unreparable, follow these steps for product return:

1. Determine warranty status and customer type.
2. Create a Return Merchandise Authorization (RMA) online at support.wdc.com.
3. Package the defective product for return according to Western Digital guidelines.
4. Mark the RMA number clearly on the outside of the box.
5. Ship the product prepaid via a traceable carrier.

The sections that follow provide specific details regarding Western Digital product returns.

Warranty Policy and Limitations

Western Digital ("WD") maintains a serial number tracking system as a quick and efficient method of identifying your product. Any WD product discovered to be stolen will not have the warranty honored and will not be returned to the user. Credit or replacement will not be issued.

No limited warranty is provided by Western Digital unless the product was purchased from a reseller or direct distributor.

If your WD product was purchased as a component integrated within a system by a system manufacturer, no limited warranty is provided by WD. Please contact the place of purchase or the system manufacturer directly for warranty service.

The limited warranty extends only for the period of time set forth in the product documentation. The period commences from the date of manufacture appearing on the product label of the original product purchase.

The warranty will be void and the product returned to you unrepaired and at your expense in the following instances:

- Product warranty has expired or is void.
- Product has been tampered with or damaged during shipment due to improper packaging.
- Obvious product abuse or defacement.
- Damaged or missing hard drive labels or safety seals.
- Product does not have an RMA number on the outside of the box.
- Product was not shipped/returned in its electrostatic discharge (ESD) bag.

Determining Customer Type

Western Digital's warranty information and services vary slightly according to the type of customer.

There are three types of customers—please determine which customer type applies to you:

End User

Purchases WD product(s) from a reseller, retailer, or from the WD online store for personal or business use.

Reseller

Purchases WD product(s) from a distributor or another reseller for the sole purpose of resale.

Direct Partner

Original Equipment Manufacturer (OEM), retailer, reseller, or distributor who purchases products directly from WD, has an account with WD, and is assigned a WD account manager.

RMA Information

To get specific warranty information, return your defective product (create RMA), get the warranty status of your product, check your RMA status, view or print your RMA pre-mailer, and get a history of your RMAs online, do the following:

1. Go to the support.wdc.com Web site.
2. Click on the *Warranty Services* link.
3. Click on the appropriate link (*End User, Reseller, Direct Partner*) and follow the on-screen instructions.

To obtain warranty and RMA information offline (without using the WD Web site), do the following:

Distributors and OEMs: Obtain an RMA number from your Western Digital Account Manager.

Resellers: Obtain an RMA number from your distributor.

End-Users: Obtain an RMA number from Western Digital Customer Service and Support at:

NORTH AMERICA	
US/Canada (Central Time)	800.ASK.4WDC
<i>Monday - Thursday</i>	9:00 am - 7:00 pm
<i>Friday</i>	9:00 am - 6:00 pm
<i>Saturday</i>	8:00 am - 11:45 am 1:00 pm - 5:00 pm
EUROPE	
Central European Time (CET)	+31.20.4467651
<i>Monday - Thursday</i>	9:30 am - 12:00 noon 1:00 pm - 5:30 pm
<i>Friday</i>	9:30 am - 12:00 noon 1:00 pm - 4:00 pm

Only RMA authorized products and quantities are accepted by Western Digital. If your RMA packing list is in error, please contact WD Customer Service and Support or Account Management prior to shipping.

Advance Replacement Program

Western Digital offers an Advance Replacement Program for all products. Before returning your defective product to Western Digital, a new replacement can be sent to you in advance. Limitations are as follows:

- One product per RMA.
- Five Advanced Replacements per customer.
- Five Advanced Replacements per day.

Follow the steps below to participate in the Advance Replacement program:

1. Contact WD Customer Service and Support to obtain an RMA number using your credit card. WD will ship a replacement product to you.
2. Return the original defective product in the packaging received with your replacement.

To receive the drive in advance, a VISA, MasterCard, Discover, or American Express number must be provided. Once the credit card has been approved, an RMA number is provided. The drive is then shipped shortly thereafter.

The replacement drive comes with a peel-off sticker to be placed on the drive box when returning the defective drive (please note that this is only an address label, not a shipping label). Ship the defective drive to Western Digital in the same box in which you received your replacement drive.

Note: Please ship the defective drive to Western Digital using a traceable carrier.

WD will advance a replacement product upon an authorization of your credit card. If we have not received the defective product within 30 days from the date we sent the replacement product, your credit card will be charged for the price of that replacement product. A service fee of \$20.00 will be applied to product received between 30 and 120 days. No credit will be issued for product received after 120 days from shipment of replacement product.

Upgrade Program

To upgrade to a new and larger product, please contact WD Customer Service and Support for pricing information at 800.ASK.4WDC (North America) or +31.20.4467651 (Europe).

Packaging Requirements For Return Products

Follow the guidelines in this section after receiving the proper hard drive return authorization.

Distributors and OEMs: Use WD-approved packaging only.

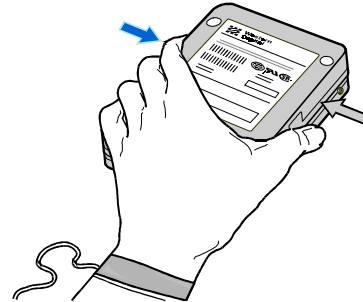
Resellers: Use WD-approved packaging only. Return the hard drive to your distributor or call WD Customer Service and Support at 800.ASK.4WDC (North America) or +31.20.4467651 (Europe).

Hard Drive Repackaging Guidelines

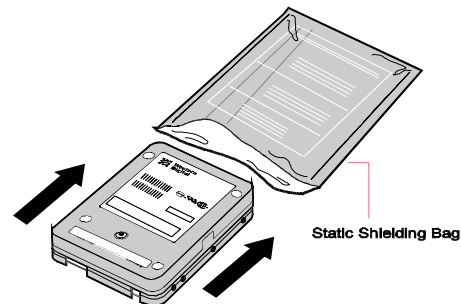
Remove and keep all add-on items such as cables, software, adapters, brackets, installation guides, or rails prior to shipment. Western Digital is not responsible for these items and cannot return them. Only items specified on the RMA are returned.

Follow these guidelines to prevent hard drive damage during shipping:

1. Avoid electrostatic discharge (ESD) damage by keeping the drive in its ESD bag. Do not allow clothing to touch the hard drive or printed circuit board assembly. Wear a grounding strap when handling the drive (do not wear over clothing). Grounding straps must touch your skin (see illustration below).



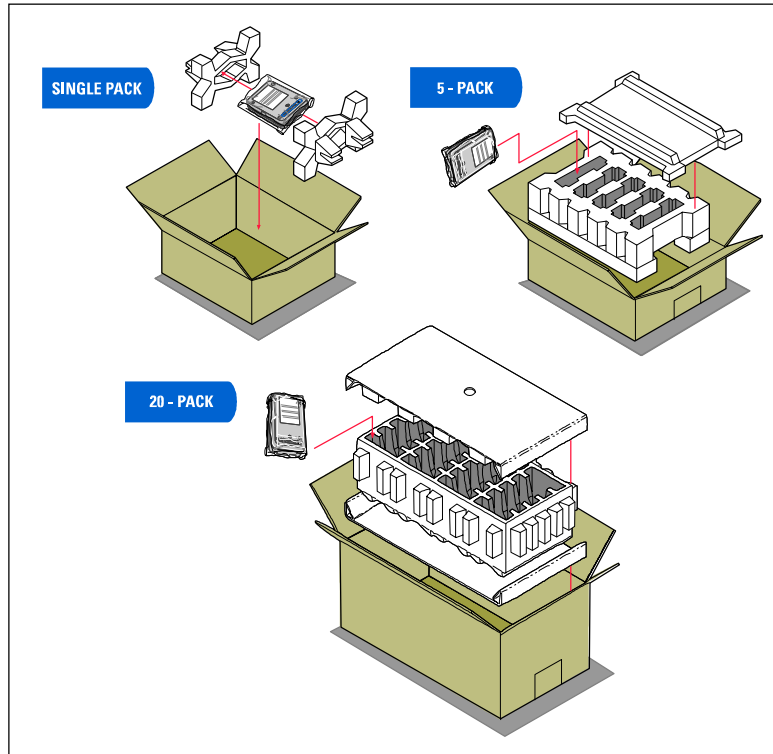
2. Handle the hard drive by the sides only. The printed circuit board should be facing down.
3. Verify that the hard drive is a Western Digital drive.
4. Use the original Western Digital packaging when available, as it has been specifically engineered to protect hard drives during transit.
5. Place the hard drive in the original static shielding bag prior to shipment. If the original bag is not available, please use an equivalent static shielding bag.



6. If you do not have the original Western Digital packaging, use a cardboard box that is made of corrugated paper (two sides with a reinforced core). Do not use chipboard because it is not strong enough to withstand the rigors of transit. Please inspect the corrugated box to ensure that it is defect-free and structurally sound.

7. To protect the hard drive from shock, use a cushioning material. Foam is the best cushioning material and should be used on all sides of the hard drive inside the corrugated box. If foam is not available, bubble wrap is acceptable. Wrap the bubble wrap completely around the hard drive.
8. **Single hard drive in one box:** Firmly cushion the hard drive on all sides to ensure that it cannot move inside the corrugated box. This helps protect the hard drive in case it is dropped during shipping.
Dual hard drives in one box: When shipping more than one drive in a single corrugated box, make sure that all hard drives are cushioned individually and do not touch each other. If using foam, surround the hard drives with a minimum of two inches of foam. Do not use peanuts or flowables as they do not support the hard drives from all sides during shipping.
9. Seal the corrugated box firmly using adhesive backed tape. Make sure all corrugated box edges are sealed to prevent tearing.

10. Ship your hard drive to the address located on the lower right-hand corner of the RMA form. Keep a record of your RMA number for possible inquiries.
 11. **Your RMA number must be visible on the outside of the package along with your name and return address.** Packages received without an RMA number are returned unrepared. If you have multiple RMA numbers, send them in separate packages. Only one RMA number per box is allowed.
 12. For your protection, please use a traceable carrier such as Federal Express or UPS. If shipping via a packaging store, make sure that the RMA number is visible on the outside of the package along with your name and return address.
- International Customers:** As a convenience to you, the pre-mailer provided can be used as a Proforma Invoice for Customs purposes. Please complete the form (when applicable) and enclose with your shipment.



For service and literature:

800.ASK.4WDC USA
 +31.20.4467651 Europe
 customer.service@wdc.com
 www.westerndigital.com

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