

Maxtor Limited Warranty

What Does This Limited Warranty Cover?

This limited warranty covers any defects in material or workmanship in the new Seagate or Maxtor product accompanied by this limited warranty statement. Only consumers purchasing this product from an authorized Seagate or Maxtor retailer or reseller may obtain coverage under this limited warranty.

How Long Does The Coverage Last?

The warranty period is five (5) years from the documented date of your purchase.

What Does This Limited Warranty Not Cover?

This limited warranty does not cover any problem that is caused by (a) commercial use, accident, abuse, neglect, shock, electrostatic discharge, heat or humidity beyond product specifications, improper installation, operation, maintenance or modification; or (b) any misuse contrary to the instructions in the user manual; or (c) lost passwords; or (d) malfunctions caused by other equipment. This limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover). This limited warranty does not cover data loss – back-up the contents of your drive to a separate storage medium on a regular basis. Also, consequential damages; incidental damages; and costs related to data recovery, removal, and installation are not recoverable under this warranty.

What Do You Have To Do?

Seagate will not provide any warranty coverage unless your claim is in compliance with all terms of this limited warranty statement and you follow proper return procedure. To request warranty service, contact an authorized Seagate service center or refer to www.seagate.com for more information regarding customer support within your jurisdiction. You also may obtain information regarding the location of authorized Seagate service centers and access Seagate automated customer service directory by calling +1-800-SEAGATE. Callers outside the US can reach this service by dialing +1-405-324-4770. Once an authorized service center or Seagate determines that a repair is required, you will be prompted for your name, address, phone number, e-mail and product serial number and then issued a Return Material Authorization (RMA) to use when returning product to Seagate. Product you return to Seagate must be properly packaged in its original packaging (or packaging providing the product with protection equivalent to the original packaging) and shipped, with the shipping charges prepaid, to the address provided when you received your RMA. In addition to regular back-ups, if possible, back-up your data before sending the drive for repair because the product you send to Seagate or an authorized service provider will not be returned to you.

What Will Seagate Do?

If Seagate authorizes you to return your product to Seagate or an authorized service provider, Seagate will replace your drive without charge with a functionally equivalent replacement product. Seagate may replace your product with a product that was previously used, repaired and tested to meet Seagate specifications. By sending product for replacement, you agree to transfer ownership of the original product to Seagate. Seagate will not return your original drive to you. Data recovery is not covered under this limited warranty and is not part of the repair or exchange process. If you would like data recovery performed on your drive, it is available from Seagate as a separate service for an additional charge. Seagate warrants that repaired or replaced products are covered for the greater of either the remainder of the original product warranty or 90 days. Seagate will pay to ship the replacement drive to you.

How Does State Law Apply?

The laws of the State of California, USA, govern this limited warranty. It gives you specific legal rights, and you may also have other rights that vary from state to state. This limited warranty does not affect any additional rights you have under laws in your jurisdiction governing the sale of consumer goods, including, without limitation, national laws implementing EC Directive

44/99/EC. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this limited warranty statement may not apply to you.

Which Seagate Technology Companies Are Extending this Limited Warranty?

The Seagate company offering this limited warranty depends on where you purchased the product:

US & Americas: Seagate Technology LLC, 920 Disc Drive, Scotts Valley, CA 95066, USA

Europe, Middle East, Africa: Seagate Technology International, Koolhovenlaan 1, 1119 NB Schiphol-Rijk, The Netherlands

Asia Pacific: Seagate Singapore International Headquarters Pte. Ltd., 7000 Ang Mo Kio Avenue 5, Singapore 569877.

Please do not return products to the addresses listed above but follow the rules described in the paragraph "What Do You Have To Do?"