



PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

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PURCHASING PACKAGING:

In event you do not currently retain any of the suggested packaging in this document there are options to purchase packaging provided below.

Seagate does not sell packaging materials separate from our products, neither does Seagate authorize nor recommend any specific third party vendor's packaging materials or services. A company that provides packaging materials is:

Reflex Packaging, Inc.

<https://www.reflexpackaging.com/shop>

Packaging vendor(s) mentioned in this message is(are) independent of Seagate Technology LLC; Seagate makes no warranty, implied or otherwise, regarding the performance or reliability of these companies or their products. This information is provided, as is, solely for your information. To obtain product specifications and warranty information, please contact the respective vendor directly.



PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

SEAGATE RETURN PACKING AND SHIPPING INFORMATION:

Caution: Your original drive will NOT be returned. All data and software will be lost. The replacement drive will be low-level formatted. If you need data on the drive and do not have a backup copy, you may want to consider data recovery services before sending the drive to Seagate for replacement.

THE SEAGATE RMA (RETURN MATERIAL AUTHORIZATION)/RETURN ORDER NUMBER ISSUED IS FOR THE RETURN OF **SEAGATE DEFECTIVE WARRANTY PRODUCT ONLY**.

WITHOUT PRIOR APPROVAL, SEAGATE MAY CONSIDER USE OF THIS RMA/RETURN ORDER NUMBER TO RETURN NON-DEFECTIVE PRODUCT AS FRAUD.

1.) **EXTERNAL & NETWORK STORAGE PRODUCTS**

DO send the power adapter along with external or network product to Seagate.
DO NOT send the interface cables, software, nor the drive stand.

INTERNAL HARD DISC DRIVES

Remove accessories and spare parts, and return bare drive(s) **ONLY** (see above exceptions for **External & Network Storage Product** returns).

-Seagate is not responsible for accessories.

-Accessories cannot be returned to you.

DO NOT send these internal drive accessories to Seagate:

- ADAPTERS (note exception for **External and Network Products**)
- CABLES
- CONTROLLER CARDS
- LITERATURE
- MANUALS
- MOUNTING BRACKETS
- SIDE RAILS
- SOFTWARE

For Samsung External Hard Disk Drives:

- Please **DO NOT** send accessories back to Seagate.





PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

- 2.) Use original packaging when possible.
- Enclose each drive in a plastic clamshell container or an ESD (electrostatic) bag. If packaging more than one drive, use a separate container for each drive.
 - Enclose the static-protected drive(s) in 2-inch foam rubber in a corrugated box. Multiple drives in a single box must have foam rubber between each drive. DO NOT USE foam packing pellets, bubble wrap, or newspaper.
 - Warranty is void if the Seagate cover or top cover, or any seal or label is removed or damaged, if it is improperly packaged, or if the drive experiences shock in excess of its Gs rating.

For European customers, a T1 document must accompany the shipment if applicable (notify your agent).

For customers in Brazil, please go to the following link to obtain the corresponding document that you NEED to send with your hard drive for the warranty procedure to be valid.

End Users - <https://www.seagate.com/files/www-content/support-content/warranty/pt-br/docs/nov-%20formulario-pessoa-fisica.PDF>

Businesses - <https://www.seagate.com/www-content/support-content/warranty/pt-br/docs/pessoa-juridica.pdf>

- 3.) Unless covered under contractual agreement, the following applies to all consumers customer returns:
- You must pay postage charges for all shipments from you to Seagate.
 - Send your drive(s) to Seagate using the carrier of your choice. Please use a method with ability to trace shipment. Seagate is not responsible for shipments for which the carrier cannot provide proof of delivery.
 - If your product is under warranty, Seagate will pay for postage of repaired/replacement products from Seagate to you. You must pay all applicable duties and customs charges for shipments to and from Seagate.
 - Seagate is not responsible for loss or damage during transit. We suggest that you purchase freight insurance on your shipments.
 - NO COLLECT SHIPMENTS WILL BE ACCEPTED without prior authorization from Seagate. Shipments arriving at Seagate with charges due and payable by the originator.
 - You are responsible for saving or backing up data contained in any product returned to Seagate. SEAGATE WILL HAVE NO LIABILITY ARISING OUT OF ANY DAMAGE TO OR LOSS OF SUCH DATA WHILE THE PRODUCT IS IN SEAGATE'S POSSESSION.

REPLACEMENT PRODUCT NOTICE

- Your original drive will NOT be returned to you
- Replacement products are factory-repaired units.
- Replacements carry the greater of : original warranty balance or 90 days
- Delivery is during normal business hours to the address you provided.
- You (or proxy) must SIGN delivery document at the time of delivery.
- Replacements will NOT be left without proper acceptance by signature.
- All data and software on your returned drive(s) will be lost.
- Replacement disc drives arrive low-level formatted.
- Any required data recovery service must be completed BEFORE sending the drive(s) to Seagate for replacement.



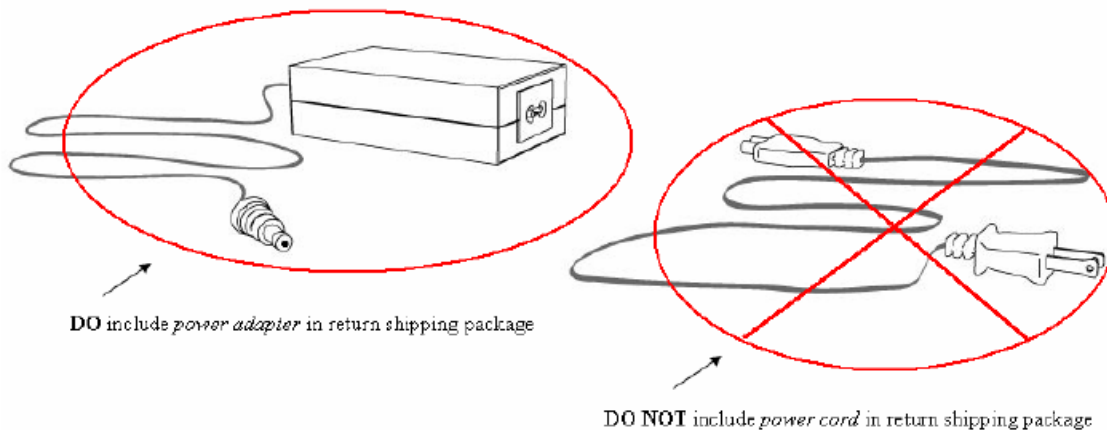
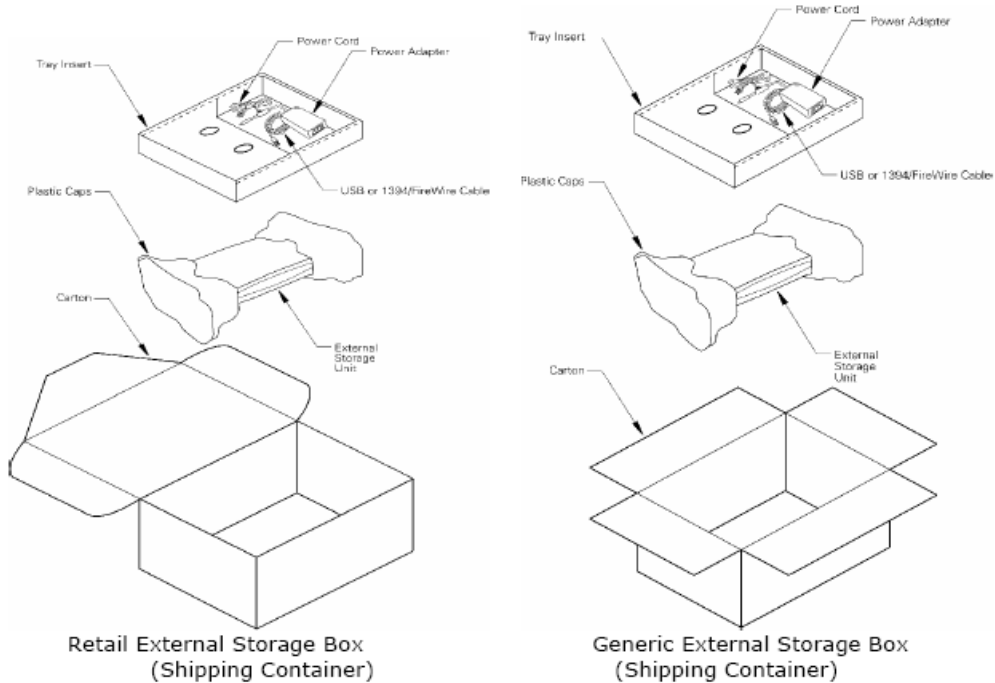
PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

External & Network Storage Products

Single Pack in Retail Box or Generic Shipping Box

Do not remove the drive from the external enclosure. Removing the hard drive from the external enclosure will void the warranty. Package drive in original retail box or a generic shipping box.

IMPORTANT: Unlike Hard Disc Drive returns, it is important that you include the *Power Adapter* with your External or Network Storage return.



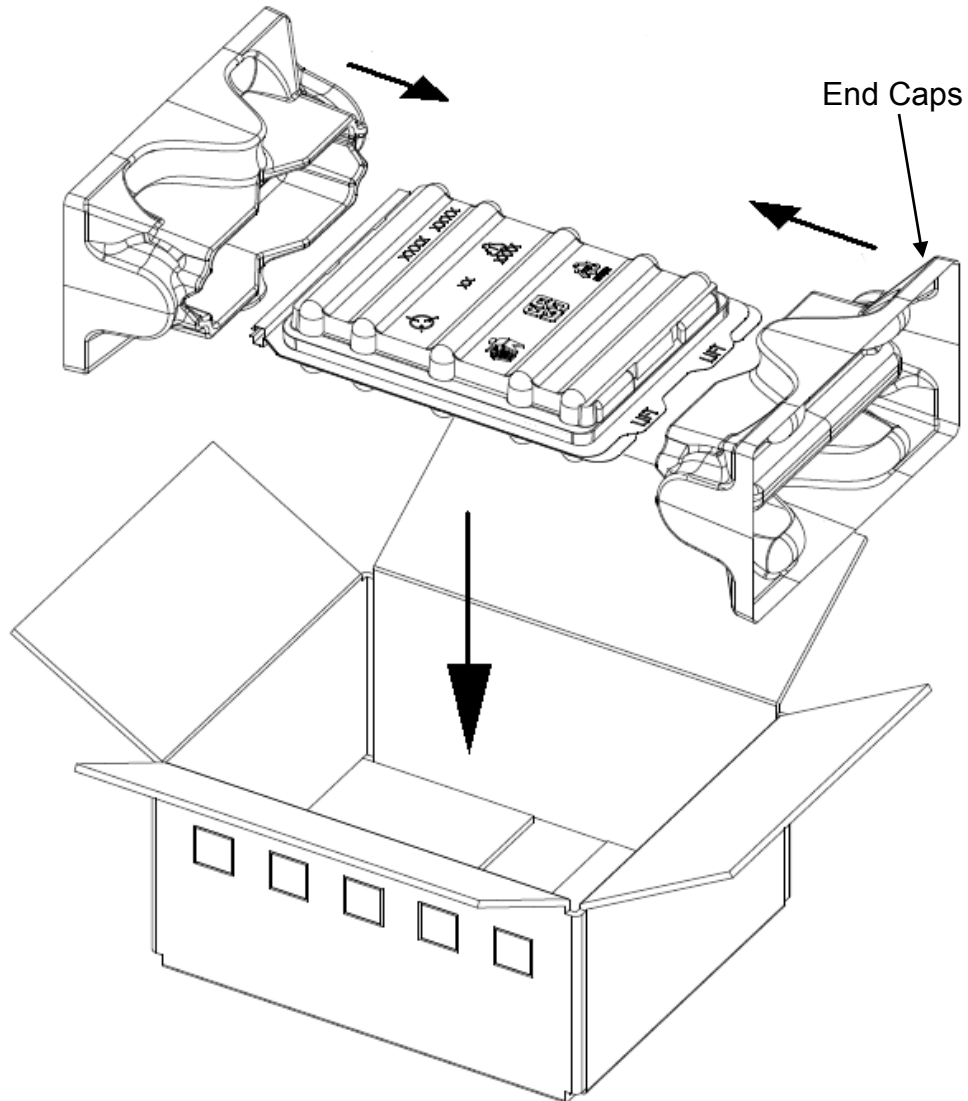


**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

3.5" products in plastic clamshell

Drives must be placed in plastic clamshell prior to packing in carton.

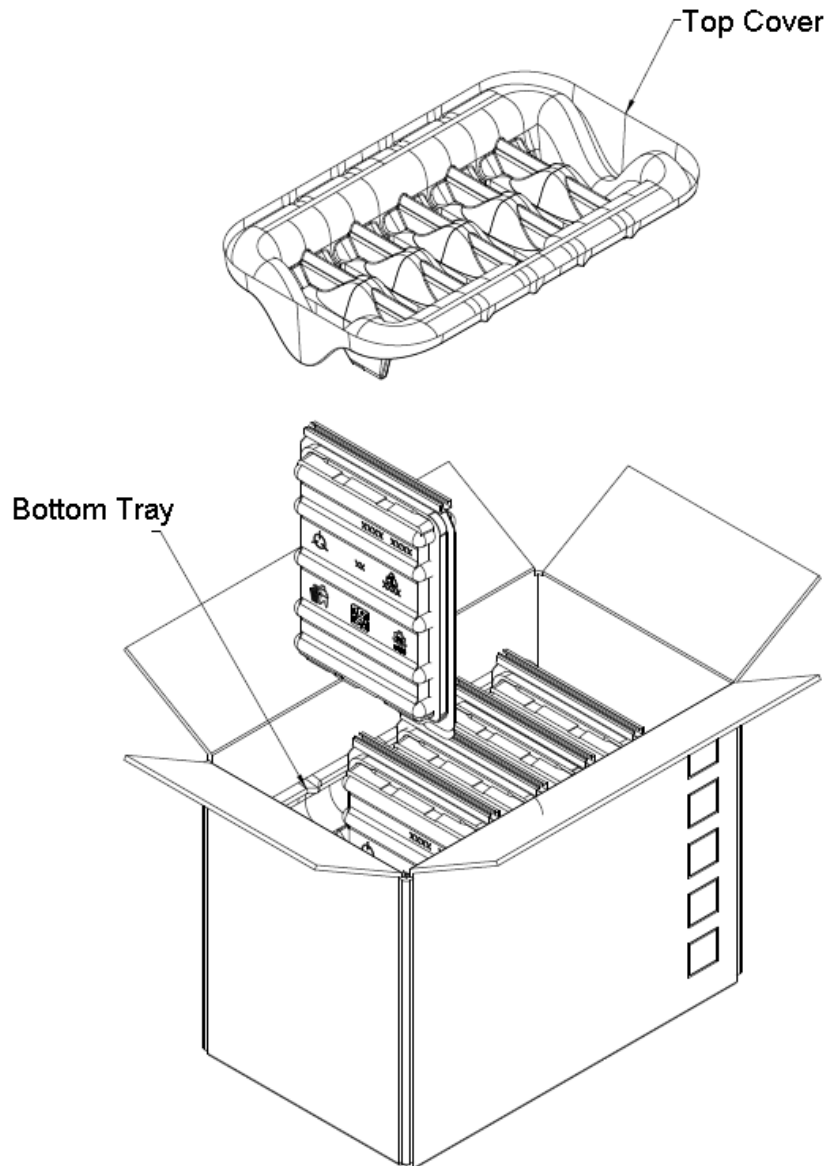
Single Pack





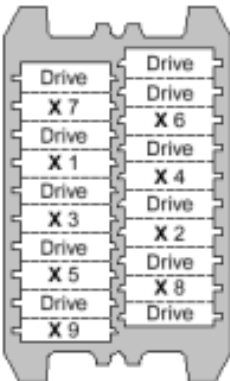
PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

5-pack Thermoformed Plastic





PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

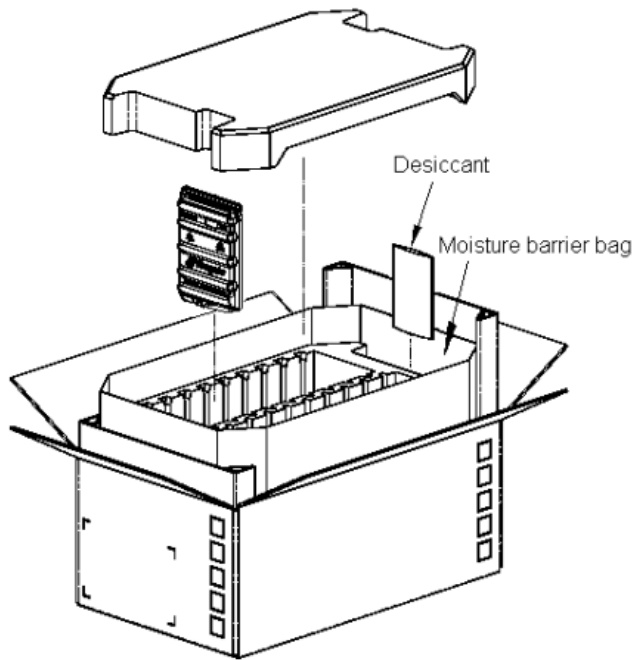


This package is qualified to ship 11 through 20 drives per the following instructions:

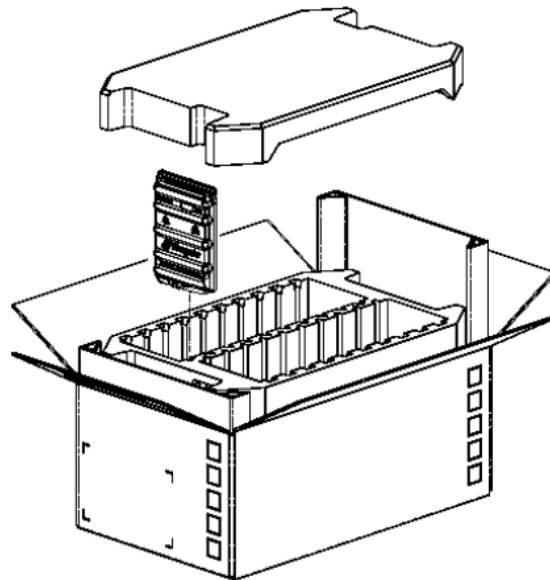
To leave one empty cell, remove drive X1; two empty cells, remove drive X1 and X2; etc.

Fillers are required to occupy the empty space. Ensure they are filled with SeaShells (plastic clamshells).

If you require additional instructions or packing material, visit our support center at www.seagate.com.



20 Pack with desiccant & moisture barrier bag



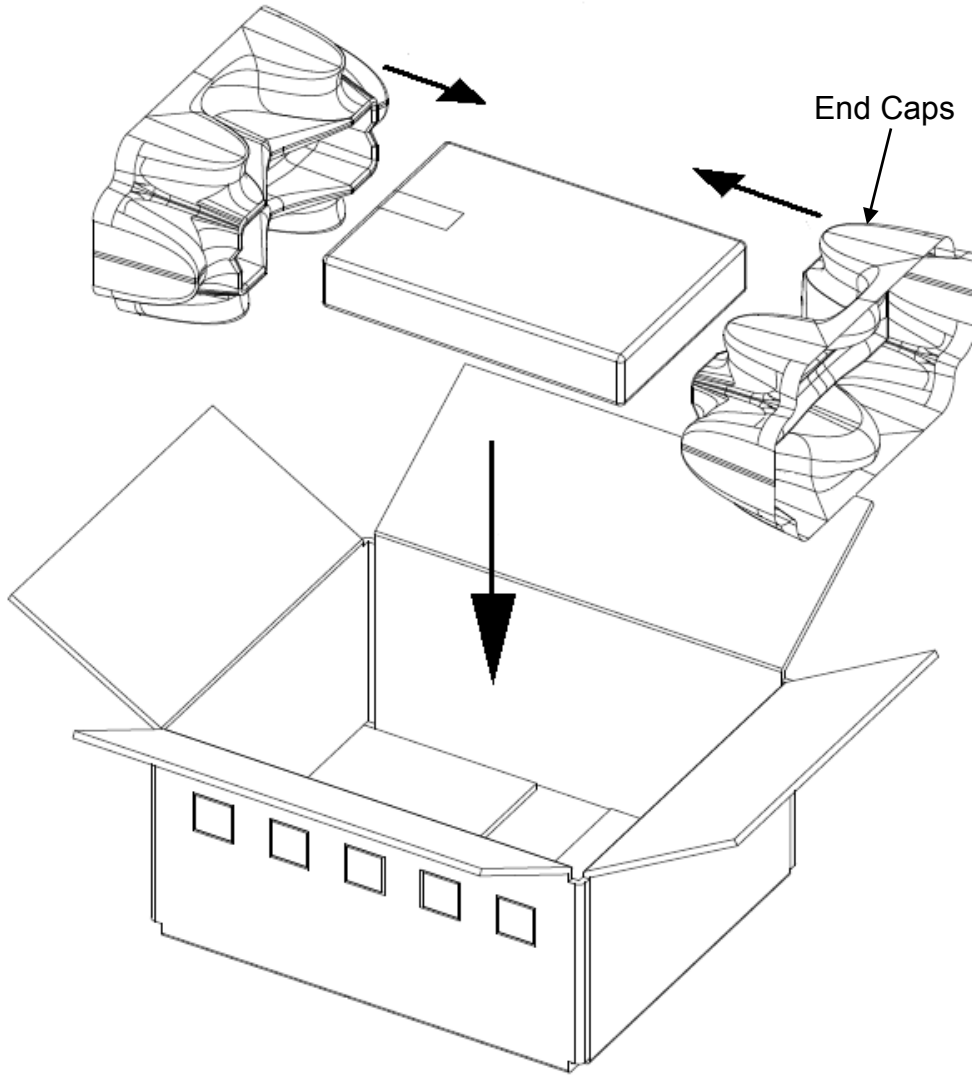
20 Pack without desiccant & moisture barrier bag



**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

3.5" products in ESD bag

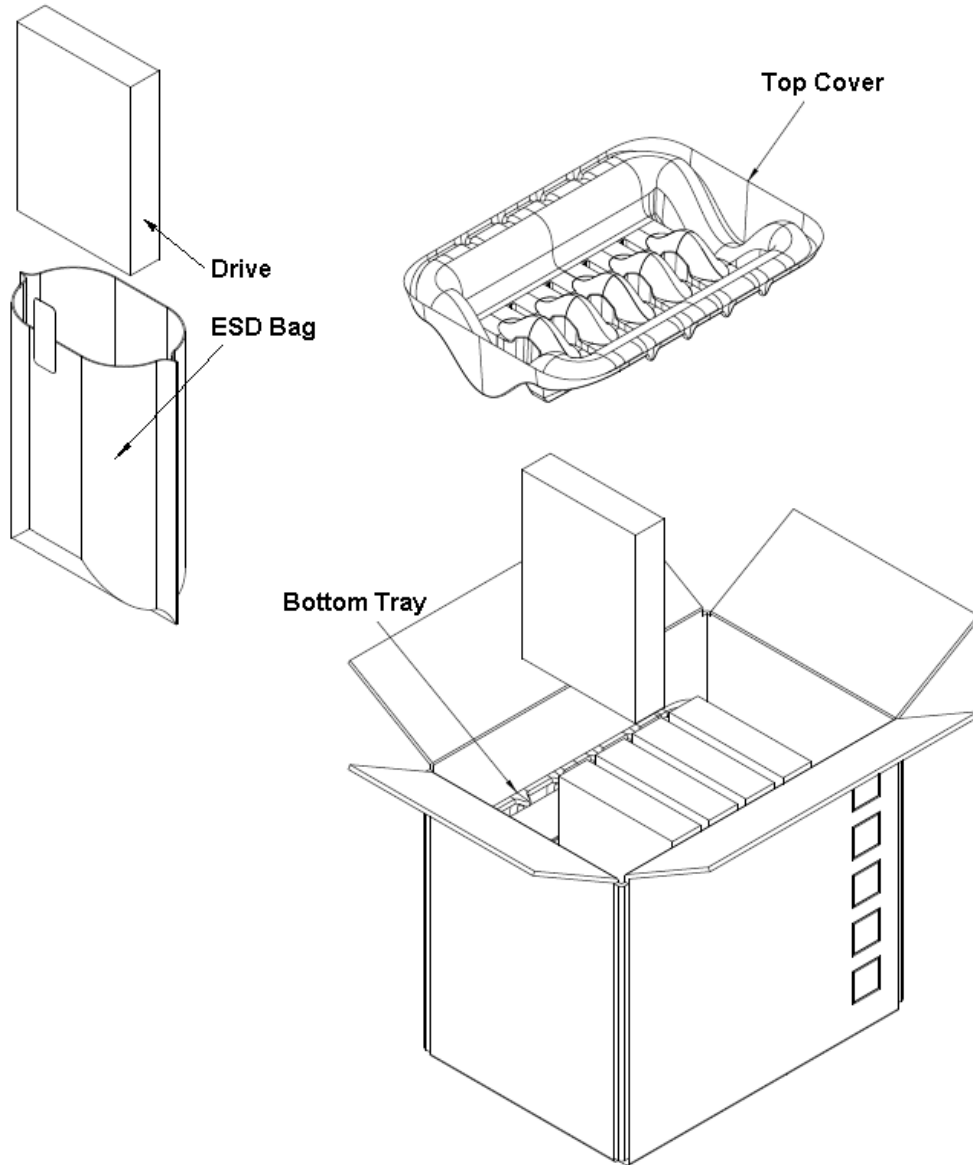
Single Pack Thermoformed Plastic





PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

5 Pack Thermoformed Plastic





PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

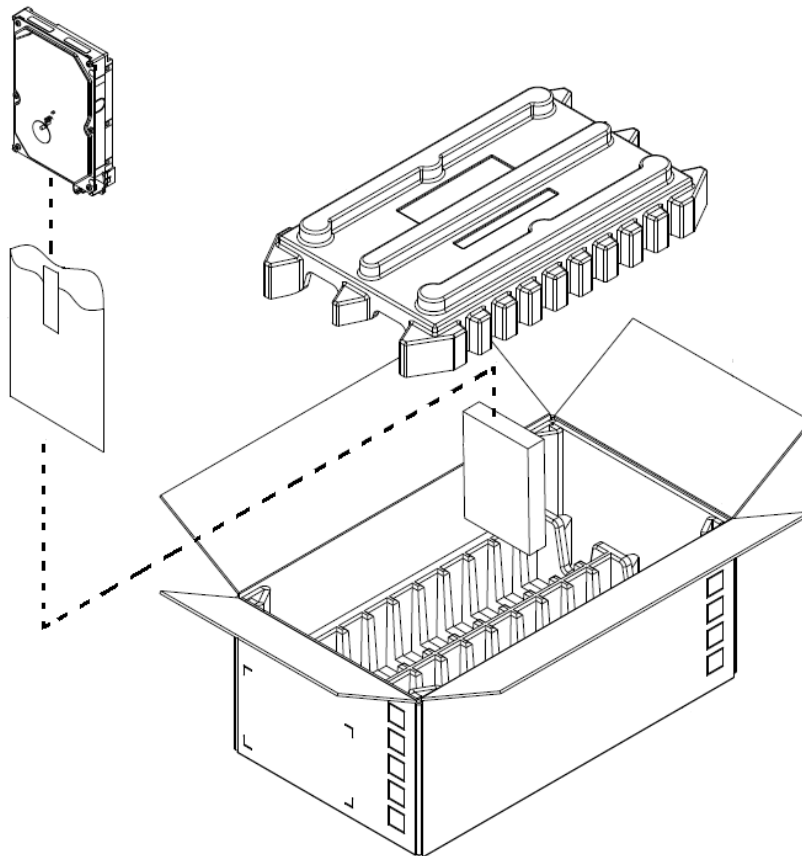
20 Pack

Drive	Drive
X 7	Drive
Drive	X 6
X 1	Drive
Drive	X 4
X 3	Drive
Drive	X 2
X 5	Drive
Drive	X 8
X 9	Drive

This package is qualified to ship 11 through 20 drives per the following instructions:

To leave one empty cell, remove drive X 1; two empty cells, remove drive X 1 and X 2; etc.

If you require additional instructions or packing material, visit our support center at www.seagate.com.

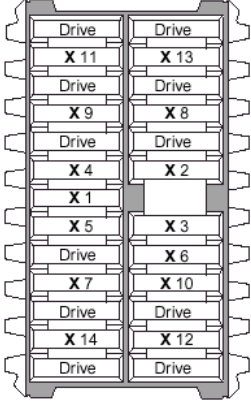




PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

3.5" (20mm thick) products

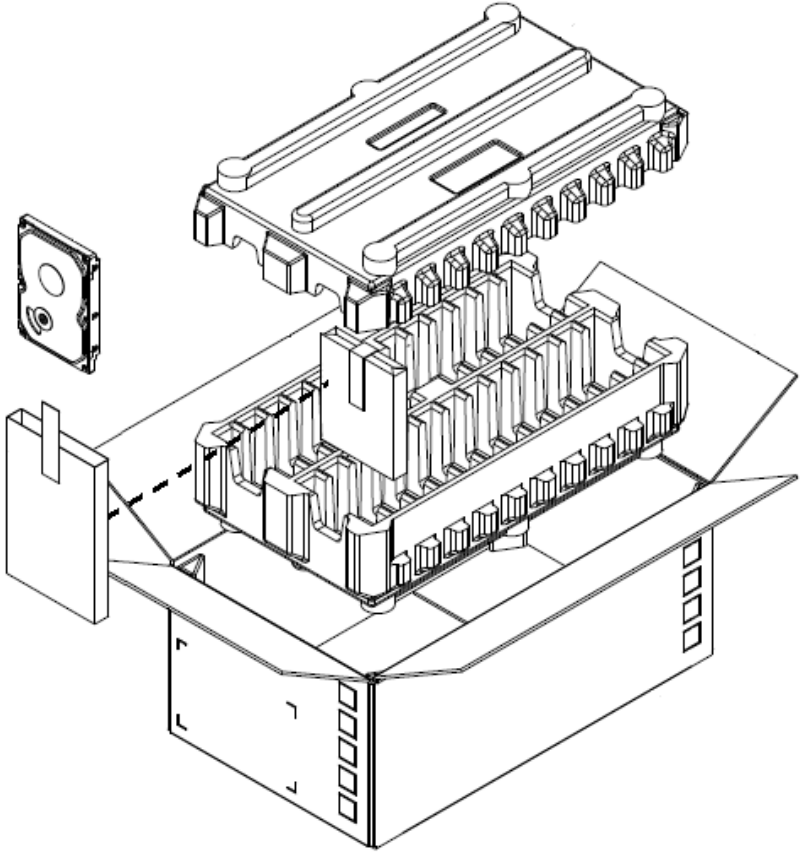
25 Pack



This package is qualified to ship 11 through 25 drives per the following instructions:

To leave one empty cell, remove drive X 1; two empty cells, remove drive X 1 and X 2; etc.

If you require additional instructions or packing material, visit our support center at www.seagate.com.

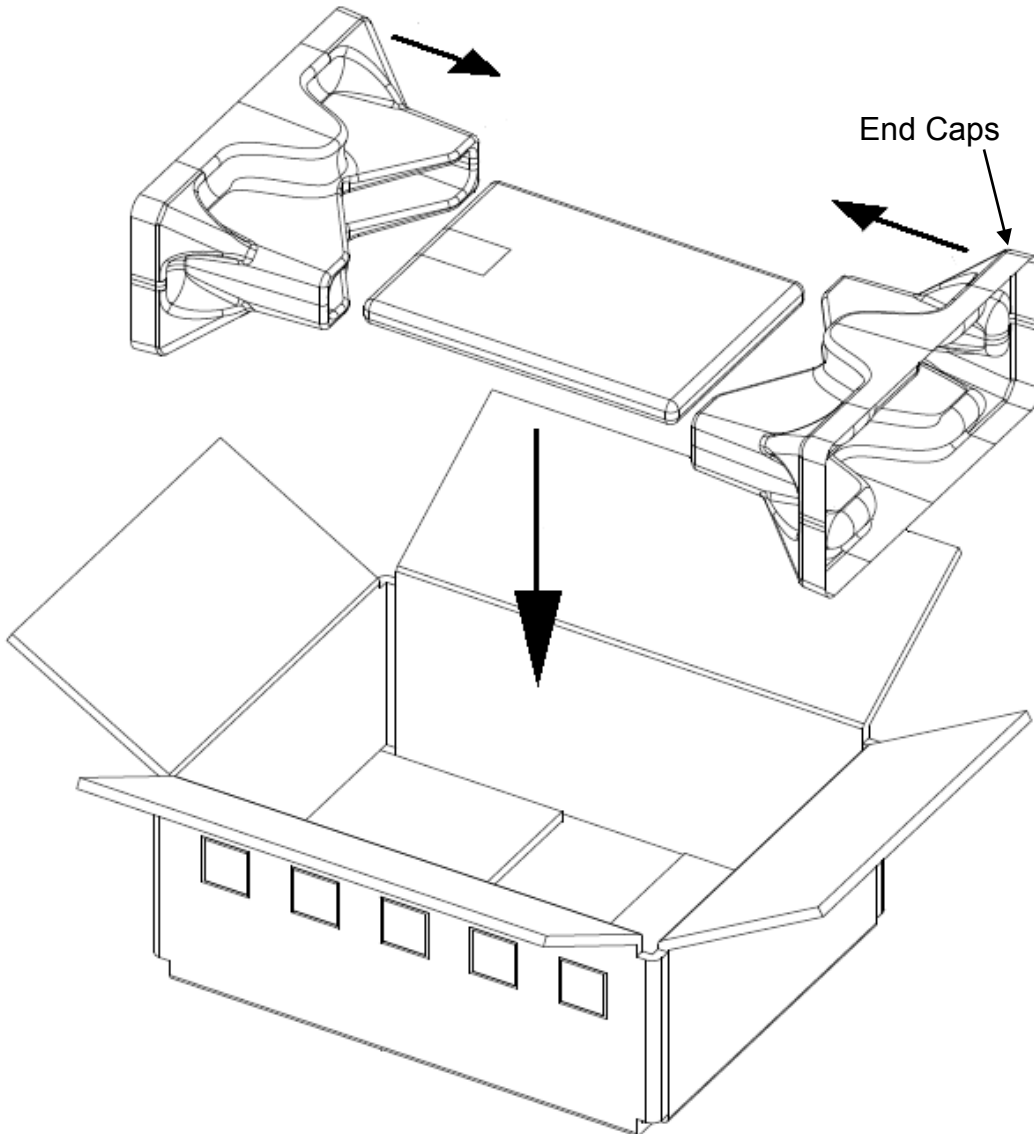




**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

2.5" (Notebook) products

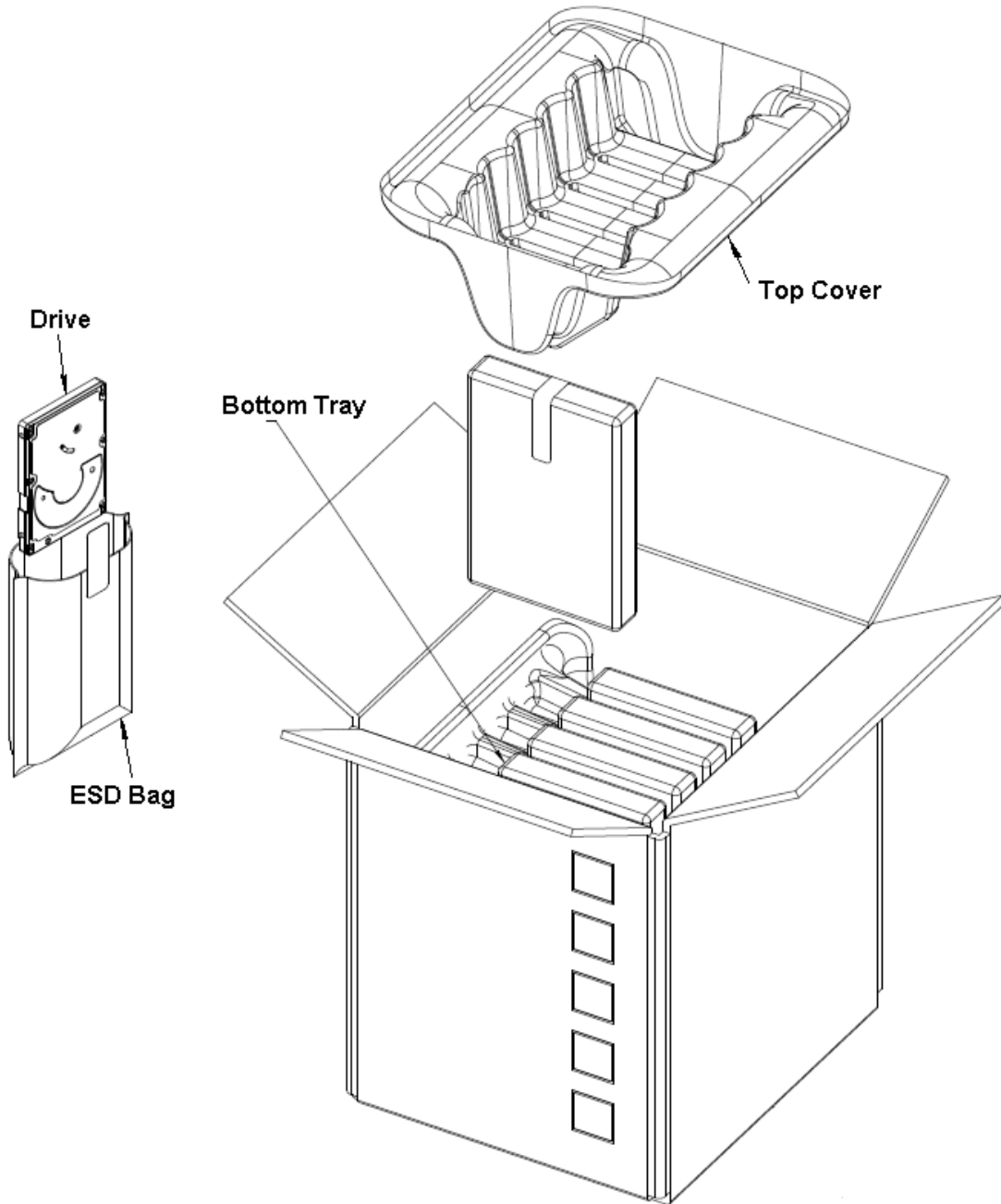
Single Pack Thermoformed Plastic





**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

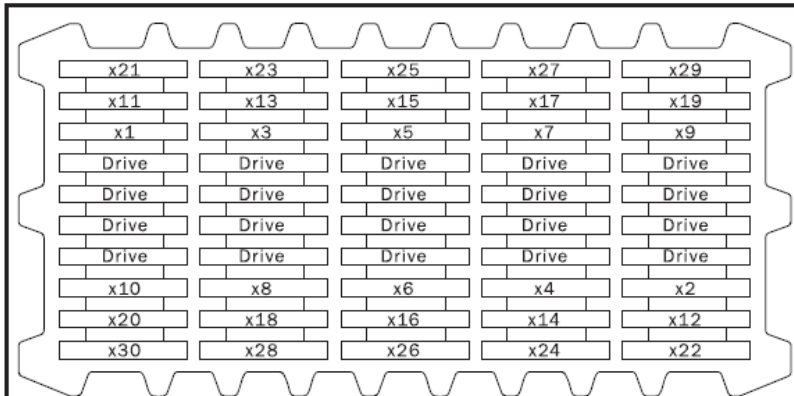
5 Pack Thermoformed Plastic





PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

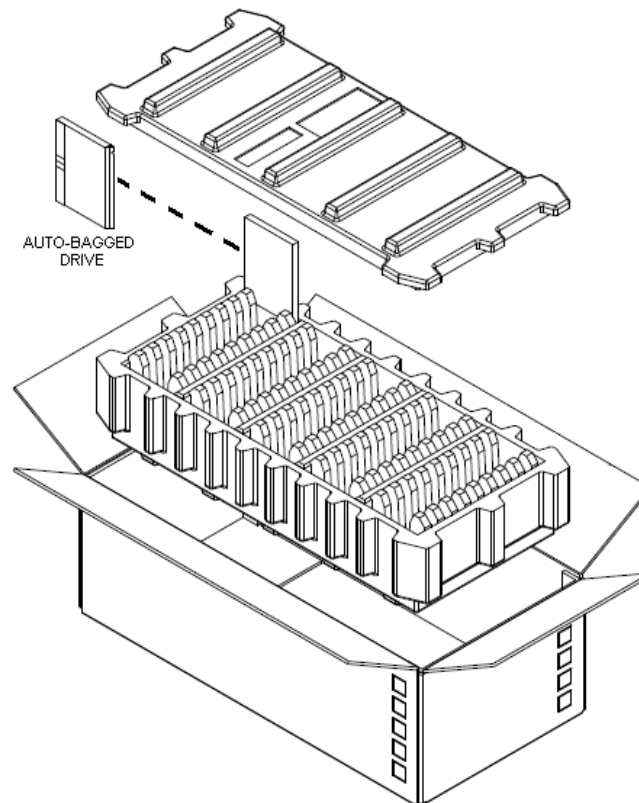
50 Pack



This package is qualified to ship 20 through 50 drives per the following instructions:

To leave one empty cell, remove drive X1; two empty cells, remove drive X1 and X2; etc.

If you require additional instructions or packing material, visit our support center at www.seagate.com.



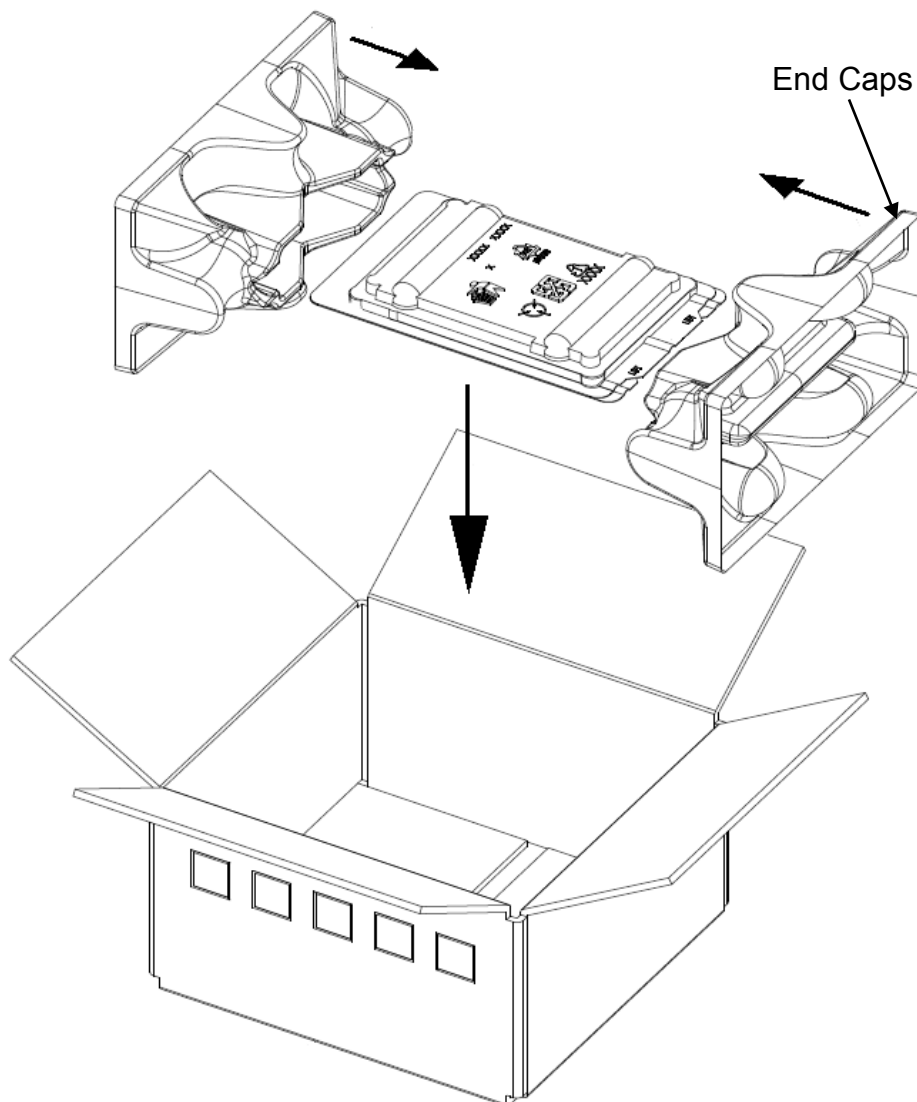


**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

2.5" (Enterprise, Savvio) products

Drives must be placed in plastic clamshell prior to packing in carton.

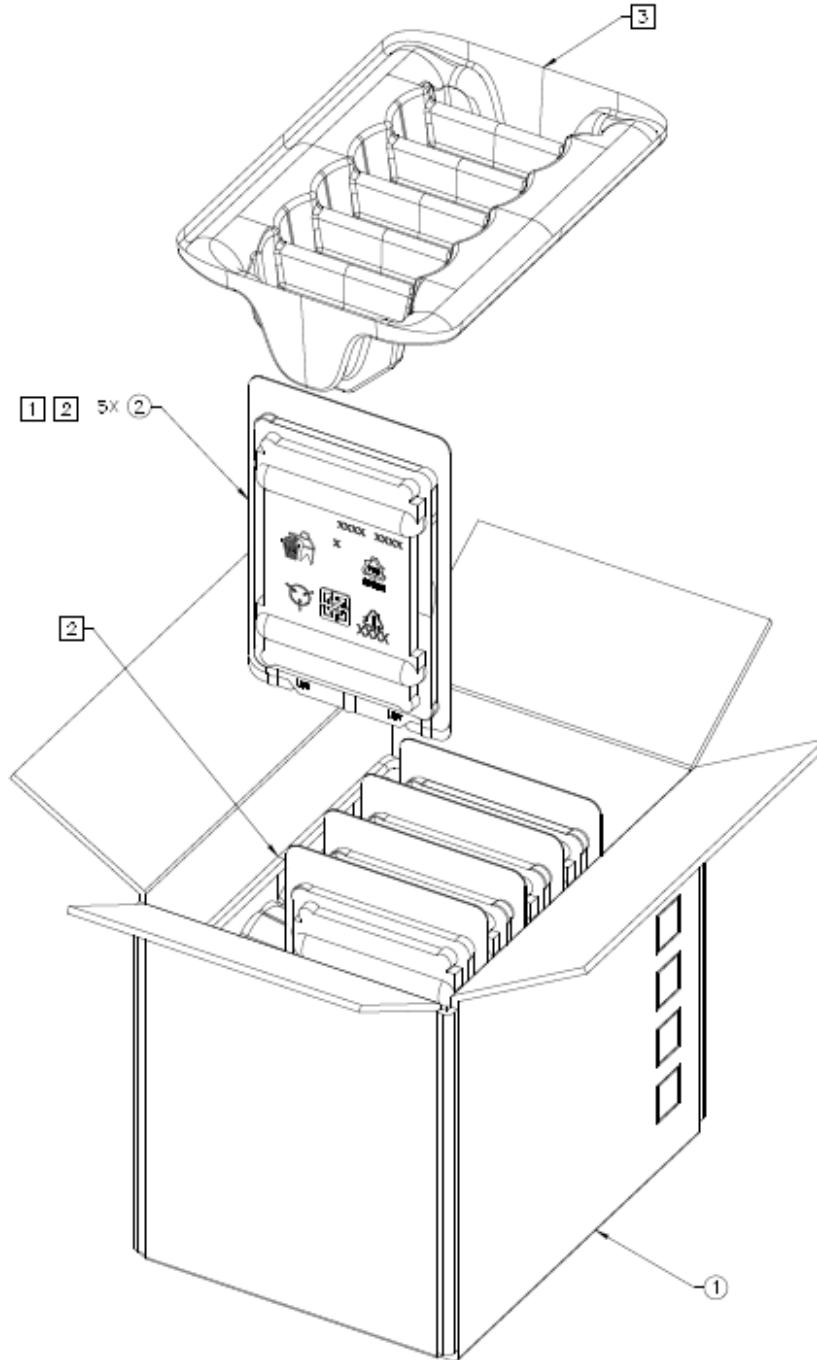
Single Pack Thermoformed Plastic





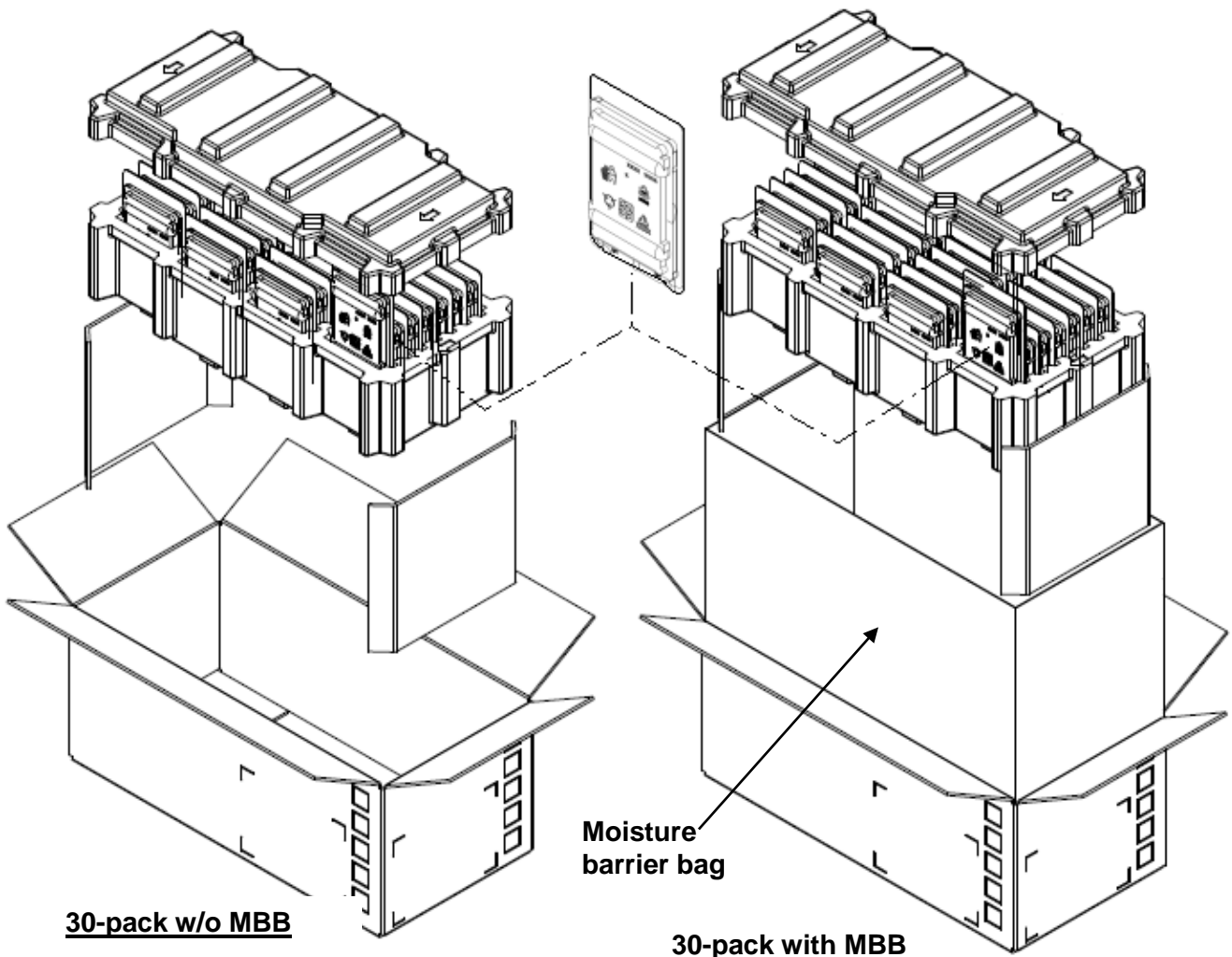
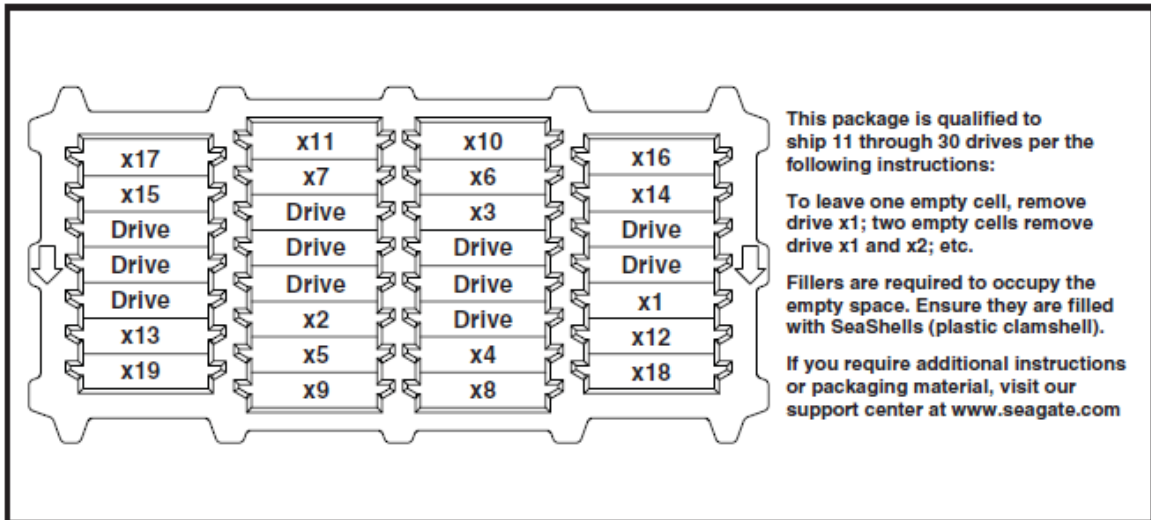
PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

5 Pack Thermoformed Plastic





PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

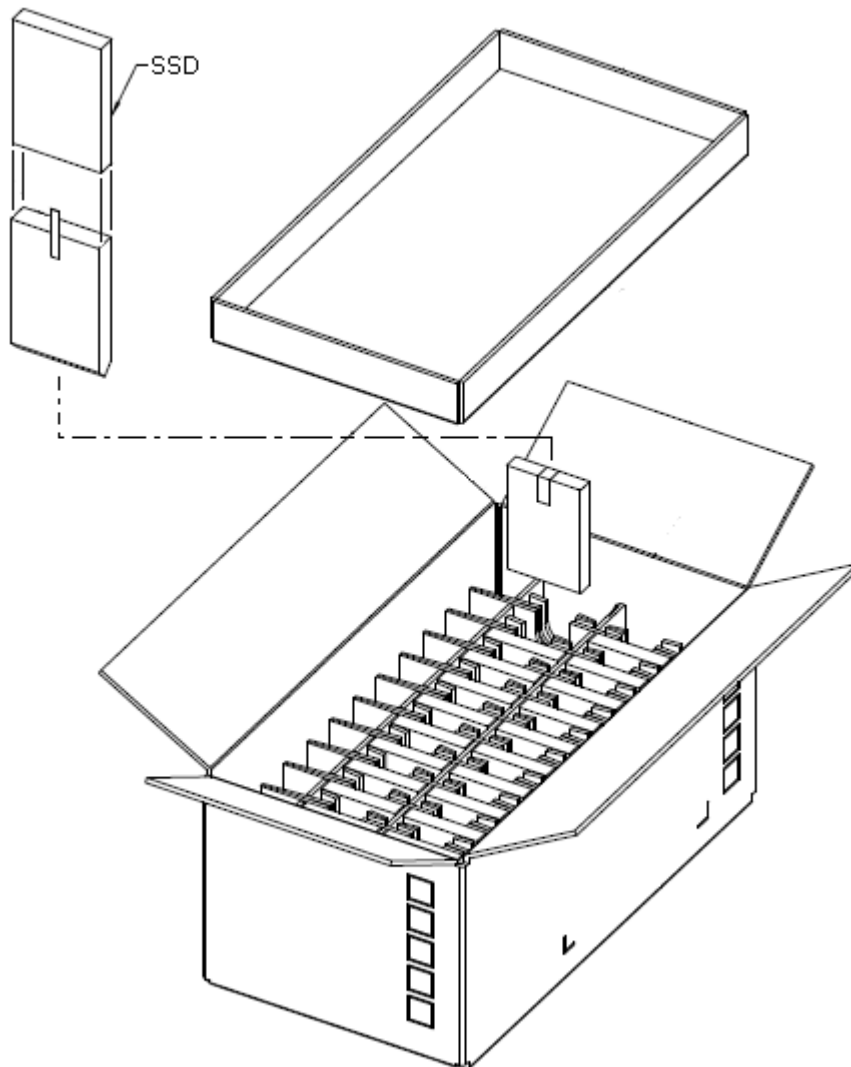




**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

1.8" SSD products

20 Pack

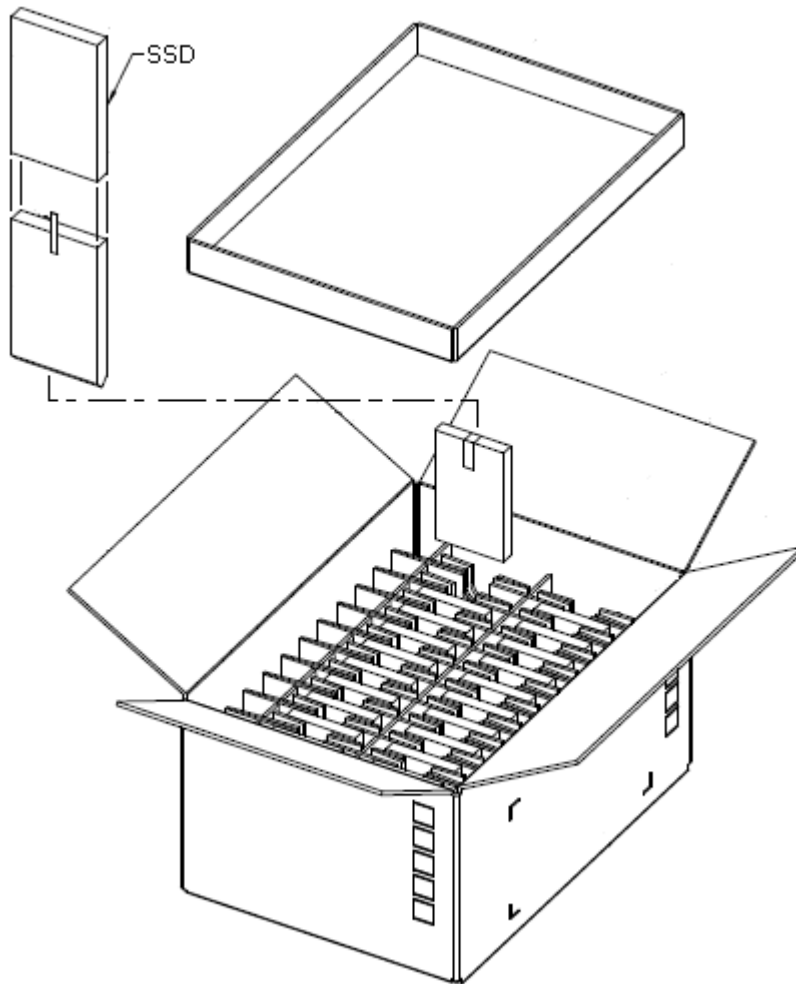




**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

2.5" SSD products

20 Pack





PACKAGING AND SHIPPING INSTRUCTIONS FOR SEAGATE PRODUCTS

SSD products

Single Pack

