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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 thirty party vendor’s packaging materials or services. The company that provides packaging materials is:

Reflex Packaging, Inc.


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.
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.

-Please do not combine Seagate products with Maxtor products into a single RMA/Return Order request.
-Please do not combine Seagate products with Maxtor products into a single shipment.

1.) Remove accessories and spare parts, and return bare drive(s) only (see exceptions for External & Network Storage Product returns).
-Seagate is not responsible for accessories. Accessories cannot be returned to you.

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.

CONSUMER ELECTRONICS SEAGATE HARD DISC DRIVES
S1 Series products MUST RETURN with the Jewel Case.
S1 Series packing standards.

INTERNAL SEAGATE HARD DISC DRIVES
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.
-You can find packaging supplier(s) at our Packaging Information page.
-Enclose each drive in a SeaShell 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 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.


You can find more packaging details at:
Consumers and Resellers:
Partners (Direct):
https://my.seagate.com

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.

WARNING
- 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.
External & Network Storage Products

Single Pack in Retail Box and Generic Shipping Box
Each External or Network Storage device must be placed in an anti-static bag; similar to the silver bag the unit originally came packaged in, then placed between the plastic end caps, and placed in the shipping container.

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

DO include power adapter in return shipping package

DO NOT include power cord in return shipping package
3.5” products in SeaShell

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

Single Pack
5-pack Thermoformed Plastic

Top Cover

Bottom Tray
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.
3.5” products in ESD bag

Single Pack Thermoformed Plastic

End Caps
5 Pack Thermoformed Plastic
20 Pack

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.
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
5 Pack Thermoformed Plastic
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.
2.5” (Enterprise, Savvio) products

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

Single Pack Thermoformed Plastic
5 Pack Thermoformed Plastic
This package is qualified to ship 11 through 30 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 packaging material, visit our support center at www.seagate.com
1.8” SSD products

20 Pack
20 Pack