

Limited Warranty

Promise Technology, Inc. ("Promise") warrants that this product, from the time of the delivery of the product to the original end user:

- a) All components for a period of two (2) years;
- b) Will conform to Promise's specifications;
- c) Will be free from defects in material and workmanship under normal use and service.

This warranty:

- a) Applies only to products which are new and in cartons on the date of purchase;
- b) Is not transferable;
- c) Is valid only when accompanied by a copy of the original purchase invoice;
- d) Is not valid on spare parts.

This warranty shall not apply to defects resulting from:

- a) Improper or inadequate maintenance, or unauthorized modification(s), performed by the end user;
- b) Operation outside the environmental specifications for the product;
- c) Accident, misuse, negligence, misapplication, abuse, natural, or personal disaster, or maintenance by anyone other than a Promise or a Promise-authorized service center.

Disclaimer of Other Warranties

This warranty covers only parts and labor, and excludes coverage on software items as expressly set above. Except as expressly set forth above, Promise **DISCLAIMS** any warranties, expressed or implied, by statute or otherwise, regarding the product, including, without limitation, any warranties for fitness for any purpose, quality, merchantability, non-infringement, or otherwise. Promise makes no warranty or representation concerning the suitability of any product for use with any other item. You assume full responsibility for selecting products and for ensuring that the products selected are compatible and appropriate for use with other goods with which they will be used. Promise **DOES NOT WARRANT** that any product is free from errors or that it will interface without problems with your computer system. It is your responsibility to back up or otherwise save important data before installing any product and continue to back up your important data regularly. No other document, statement or representation may be relied on to vary the terms of this limited warranty.

Promise's sole responsibility with respect to any product is to do one of the following:

- a) Replace the product with a conforming unit of the same or superior product;
- b) Repair the product. Promise shall not be liable for the cost of procuring substitute goods, services, lost profits, unrealized savings, equipment damage, costs of recovering, reprogramming, or reproducing of programs or data stored in or used with the products, or for any other general, special, consequential, indirect, incidental, or punitive damages, whether in contract, tort, or otherwise, notwithstanding the failure of the essential purpose of the foregoing remedy and regardless of whether Promise has been advised of the possibility of such damages. Promise is not an insurer. If you desire insurance against such damage, you must obtain insurance from another party. Some states do not allow the exclusion or limitation of incidental or consequential damages for consumer products, so the above limitation may not apply to you. This warranty gives specific legal rights, and you may also have other rights that vary from state to state. This limited warranty is governed by the State of California.

Your Responsibilities

You are responsible for determining whether the product is appropriate for your use and will interface with your equipment without malfunction or damage. You are also responsible for backing up your data before installing any product and for regularly backing up your data after installing the product. Promise is not liable for any damage to equipment or data loss resulting from the use of any product.

Returning Product for Repair

If you suspect your Promise product is not working properly please contact Technical Support and create a support case ID. When contacting technical support please provide the following:

- Product model and serial number (required)
- Valid Email Address (required)
- Phone Number
- Description of the problem (required)
- Copy of the original purchase invoice

Once a Certified Promise Technician determines that the product is defective then Promise will approve the RMA (Return Merchandise Authorization) request, and you can then proceed to fill out the RMA web form (<https://www.support.promise.com>).

Additional information required when filling out the RMA form:

- You will need to enter the Support Case ID provided
- Shipping and Billing address
- If you have a preferred courier please provide your account number, and specify priority type

Promise Technology Contact information

Phone Support: +1-408-228-1400 option 4

Technical Support Webpage: <https://www.support.promise.com>

RMA Methods

1. Cross Ship

For this method, Credit card information is required for security purposes. The replacement item is first sent to you (customer). Thirty (30) days, from the day of shipment, are allotted for returning the defective unit. If the defective part is not returned within the allotted 30 days, your credit card will be charged the MSRP of the replacement part(s) shipped.

2. Return and Replace

Credit card information is not needed for this method. Once your request for an RMA is approved, an RMA number will be emailed to you along with specific shipping instructions.

Product(s) must be returned in its original packaging (inner and outer box). If you do not have the original packaging contents please contact Promise Technical Support. All RMAs are shipped standard ground to your location.