

nAppliance Maintenance Plans – Hardware Replacement

Introduction: Hardware Replacement Service

nAppliance offers two levels of hardware support, standard depot repair and expedited advance replacement. Both services allow customers to receive a replacement unit in case a hardware unit fails. A replacement unit may be a new or reconditioned unit of equivalent or better value. The customer is eligible to receive a hardware replacement if the unit has a valid maintenance contract or warranty. The replacement according to the duration of the maintenance contract will last either 1, 2 or 3 years...

Before shipping any defective units to nAppliance customer has to contact nAppliance support first in order to get a Return Material Authorization (RMA) number. For detailed description of the RMA process, please refer to Appendix A.

Standard Depot Warranty

Standard Depot Repair/Replacement Replacement is provided with Gold Maintenance contracts and during the warranty period, however if appliance arrives broken (Dead On Arrival/DOA) within the first 30 days customer gets expedited replacement.

Customer sends defective unit to nAppliance at his own expenses and the repaired appliance or a replacement is shipped within two working days* after the defective unit is received at the depot.

*Delivery times may vary depending on destination country and city.

Free shipping back to customer is only valid within USA.

Premium Advance Replacement Plan

Advance Replacement is provided with Platinum Maintenance contracts. Customer can request that a replacement unit be shipped prior to the return of the failed unit.

For a detailed description of the logistics procedures please refer to appendix A – nAppliance Security Gateway Returns Procedure.

nAppliance Appliance Returns Procedure (RMA)

In the event of a hardware failure, please contact nAppliance to obtain a Return Material Authorization (RMA) number. This number is necessary to ensure proper tracking and handling of returned material at the depot. Do not return any hardware until you have received an RMA. nAppliance reserves the right to refuse shipments that do not have an RMA. Refused shipments will be returned to you via collect freight.

Standard Depot Repair/Replacement

You are entitled to Standard Depot Repair/Replacement if your nAppliance appliance is under warranty, or if you have purchased support contract from nAppliance, and the unit is not "Dead on Arrival" (see definition of DOA in the Advance Replacement section above).

"Standard Depot Repair/Replacement" means that a repaired or replacement unit will be sent to you after the defective unit is received at the depot. You must pay for the shipment of the defective unit to the depot, nAppliance will pay for shipment of the replacement unit back to you. The defective unit will be repaired or replaced at the discretion of nAppliance.

If replaced, a unit or equal or greater capacity will be shipped from nAppliance's depot within two days after the defective unit is received.

If repaired, the repaired unit will be returned to you within 15 business days after the defective unit is received at the depot.

If your appliance is under warranty, please Obtain a RMA number by contacting nAppliance Technical Support. You can fill out the web based form at www.nappliance.com/support.asp to request RMA number. See below for more details.

Premium Advance Replacement Plan

"Advance Replacement" means that a replacement unit of equal or greater capacity will be sent to you within 48 hours of receiving a valid RMA number.

nAppliance will pay for shipment of the defective unit to the depot, and for the shipment of the replacement unit back to you.

You are entitled to Advance Replacement if your nAppliance appliance is "Dead on Arrival" (DOA), or if you have a premium replacement support contract from nAppliance. A system is considered "Dead on Arrival" (DOA) if it arrives in an inoperative condition, and if you contact nAppliance Customer Support within 30

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days of receiving delivery. If you have had possession of the unit for more than 30 days it will not be considered DOA, although it will still be covered by the warranty or by your nAppliance maintenance contract.

If you are entitled to advanced replacement: Obtain a RMA number by contacting nAppliance Technical Support. You can fill out the web based form at

www.nappliance.com/support.asp to request RMA number. See below for more details.

Note that if we do not receive the defective unit back within 14 days of the reported failure, your credit card will be charged for the cost of the unit.

How to make RMA Request:

While requesting RMA, please be ready to provide the following information:

- Model number
- System serial number.
- Contact information, including a ship to address and contact name for the replacement unit.

A short description of the problem. Based on this information, nAppliance Customer Support will issue a RMA number.

- Give you instructions on how to return the defective unit.
- Instruct the depot to ship you the replacement unit after the defective unit has been received.

You should then:

- Repack the defective unit and all accompanying materials in the original carton and seal it carefully.
- Write the RMA number clearly on the shipping box and include a copy of form you use to return the defective unit.
- Ship the defective unit to one of the addresses below, according to the instructions you receive from nAppliance Technical Support. Please do insure the shipment.
- Obtain the tracking number from your shipper so you can verify that the defective unit is delivered to the depot. Please send the defective unit, with the RMA number on the shipping form, to:

nAppliance Networks, Inc
540 Dado Street
San Jose, CA 95131
USA

Limited Hardware Warranty

If the customer does not have a maintenance contract, nAppliance provides a one (1) years limited product hardware warranty to purchasers of nAppliance products. nAppliance warrants to purchasers of nAppliance products that the product hardware will conform to the applicable Documentation and will be free from defects in materials and workmanship for a period of one (1) year following the date of receipt by the customer (the "Warranty Period").

If any Product hardware fails to so conform, or proves to have any such defects during the Warranty Period, nAppliance will repair or replace such product hardware if,

1. in advance of its receipt at nAppliance repair depot
2. such hardware was evaluated by nAppliance Technical Support in person or via telephone, and Received a RMA number from nAppliance.
3. Further, the product hardware must be shipped to nAppliance, and the RMA number must be clearly indicated on the shipping box and papers.

The foregoing warranty will not apply to Products that have been damaged as a result of negligent handling or misuse nor will it apply to products that the End User has altered or modified, in particular if the customer has added components not supplied by nAppliance.