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AND STANDARD WARRANTY TERMS
FOR SOFTWARE AND HARDWARE PRODUCTS

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B. Product Warranty Claim Process. In the event the Product is defective, You must contact Drobo via its website as stated above. You are required to provide Your Product serial number, date of Product purchase, date of DroboCare Services purchase, if applicable, description of the performance of the Product, and any other information reasonably requested by Drobo, and follow instructions reasonably given to You by Drobo. No Product may be returned directly to Drobo without first contacting Drobo for a Return Material Authorization ("RMA") number. If it is determined that the Product may be defective and it is necessary for it to be returned, You will be given an RMA number and instructions for the Product's return. An unauthorized return, i.e. one for which an RMA number has not been issued and/or one that does not conform to the instructions given for Product return, will be returned to You at Your expense. In the event the Product is to be repaired or replaced, upon issuance of the RMA number, Drobo may Advance Ship to You a replacement Product and You agree to promptly return Your Product at issue within twenty-five (25) days of issuance of the RMA number. In the foregoing event, You will be

required to provide a valid credit card number to secure the return of the Product being replaced. In the event Drobo does not receive the Product for which You were issued an RMA within such twenty-five (25) days, You agree that, notwithstanding anything to the contrary, Drobo may charge Your credit card for the then-current retail cost of the replacement Product and You hereby authorize such any such charge. "Advance Ship" means, if the RMA is issued: (i) before 1 pm local time, ship the same day; or (ii) after 1:00 pm local time, ship the next business day; for express delivery.

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19. **DATA INTEGRITY.** You should make periodic backup copies of the data and programs contained on the Product's hard drive to protect Your data and as a precaution against possible operational failures. Before delivering the Product for DroboCare Services it is Your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. While the Product is receiving DroboCare Services, the data contained on the Product may be erased, lost or damaged. Drobo is not responsible for any erased, lost or damaged data. You are responsible for reinstalling all such software, data and passwords. Neither Drobo nor its Authorized Resellers are liable for any damage to or loss of any programs, data, or other information stored on any media, or any non-Product or part not covered by DroboCare Services. Recovery and reinstallation of system, application software, and user data are not covered under DroboCare Services.

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BY CLICKING BELOW, YOU AFFIRM THAT YOU HAVE READ, UNDERSTOOD AND ARE AGREEING TO THE TERMS AND CONDITIONS OF THIS AGREEMENT.

[ACCEPT]

[CANCEL]