

DfcVc Limited Warranty

WARRANTY COVERAGE

Drobo's warranty obligations are limited to the terms set forth below: Drobo, Inc., as defined below, warrants this Drobo-branded hardware product against defects in materials and workmanship under normal use for a period of; ONE (1) YEAR for systems sold outside of Europe, TWO (2) YEARS for systems sold in Europe, from the date of retail purchase by the original end-user purchaser ("Warranty Period"). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option, Drobo will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, or (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. When a refund is given, the product for which the refund is provided must be returned to Drobo and becomes Drobo's property.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to hardware products manufactured by or for Drobo that can be identified by the "Drobo" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-Drobo hardware products or any software, even if packaged or sold with Drobo hardware. Manufacturers, suppliers, or publishers, other than Drobo, may provide their own warranties to the end user purchaser, but Drobo, in so far as permitted by law, provides their products "as is". Software distributed by Drobo with or without the Drobo brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use.

Drobo does not warrant that the operation of the product will be uninterrupted or error-free. Drobo is not responsible for damage arising from failure to follow instructions relating to the product's use.

This warranty does not apply: (a) to damage caused by use with non-Drobo products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the product outside the permitted or intended uses described by Drobo; (d) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Drobo or a Drobo Authorized Reseller; (e) to a product or part that has been modified to significantly alter functionality or capability without the written permission of Drobo; (f) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; or (g) if any Drobo serial number has been removed or defaced.

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OBTAINING WARRANTY SERVICE

No product may be returned directly to Drobo without first contacting Drobo for a Return Material Authorization ("RMA") number. If it determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to you at your expense.

Please access and review the online help resources before requesting warranty service. If the product is still not functioning properly after making use of these resources, please contact Drobo customer support or, if applicable, a Drobo Authorized Reseller. A Drobo representative or Drobo Authorized Reseller will help determine whether your product requires service and, if it does, will inform you how Drobo will provide it. Drobo or its Drobo Authorized Resellers will provide warranty service on products that are tendered or presented for service during the Warranty Period, as permitted by law. Warranty service is restricted to the country where the product is purchased. Service options, parts availability and response times will vary according to country. You may be responsible for shipping and handling charges if the product cannot be serviced in the country it is in. In accordance with applicable law, Drobo may require that you furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. Please refer to the online product documentation for more details on this and other matters on obtaining warranty service.

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 you deliver your product for warranty service it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. Drobo and its Authorized Resellers are not liable for any damage to or loss of any programs, data, or other information stored on any media, or any non-Drobo product or part not covered by this warranty. Recovery and reinstallation of system, application software, and user data are not covered under this Limited Warranty.

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