



## IMPORTANT

**RETAIN THIS WARRANTY INFORMATION AND YOUR PROOF OF PURCHASE**

### **BASIC WARRANTY AND SUPPORT INFORMATION**

Subject to the provisions described below, this HAMMER product is protected for one year against defects in material and workmanship.

Should the product fail to perform or prove to be defective during the period described above, it will be repaired or replaced with the same or functionally equivalent product by HAMMER, at its discretion, free of charge, provided (1) you or the reseller from whom you purchased the product first obtain a Return Material Authorization from HAMMER; (2) you return the failed product to a designated HAMMER repair facility with shipping charges prepaid, and (3) you provide HAMMER with proof of purchase, including the date of purchase and purchase price paid by you. Repaired or replacement products will be returned to you with shipping charges prepaid. Under no circumstances will HAMMER accept collect shipment.

Replacement products may be refurbished or contain refurbished materials. If HAMMER, by its sole determination, is unable to repair or replace the defective product, it will refund the purchase price of the product. This warranty does not apply if, in the judgment of HAMMER, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, has been unsealed or had any seals broken, or has had any serial number removed or defaced. Repair by anyone other than HAMMER or an approved agent will void this warranty. Repaired or replaced products are warranted for the balance of the original warranty period or for 90 days, whichever is greater. The maximum liability of HAMMER under this warranty is the purchase price of the product covered by this warranty.

**Except as specifically provided in this agreement, the warranties and remedies stated above are exclusive and in lieu of all others, oral or written, express or implied. Any and all other warranties, including implied warranties of merchantability, fitness for a particular purpose and non-infringement of third party rights are expressly excluded. Hammer shall not under any circumstances be liable to any person for any indirect, incidental, special or consequential damages, including without limitation, damages resulting from loss of data, damages resulting from use or malfunction of the product, loss of profits or revenues or the cost of replacement goods, even if Hammer is informed in advance of the possibility of such damages.**

**Some jurisdictions may limit the exclusion or limitation of certain damages or provide you with additional rights or remedies which are in addition to those stated herein.**



## REGISTER YOUR PRODUCT

By registering your product you will gain access to an on-line knowledge base, including detailed product information, product update information including on-line access to software updates, and access to customer-only special offers. You may register on line at [http://www.hammer-storage.com/support/product\\_registration.asp](http://www.hammer-storage.com/support/product_registration.asp). When registering please make sure you have the HAMMER product model identification, serial number and date of purchase available in addition to the other information requested.

## TECHNICAL SUPPORT

You may call for technical support between the hours of 8 AM and 5 PM PST Monday thru Friday <excluding all major holidays>.

Technical support can be reached at 1-800-237-0840

When calling for technical support you should have the following information available:

- Customer Number (if applicable)
- E-mail address
- Product Model (always required)
- Purchase Date
- Hardware Serial Number (always required)
- Proof of Purchase

## DEFECTIVE OR DAMAGED MERCHANDISE

If you suspect you have a defective or damaged product you should call Technical Support with the information specified above and a detailed description of your problem. <In certain cases Technical Support may require on-line access to your computer system and your Hammer product.> Our technical support personnel will help you troubleshoot the product. If it determined that repair is required, a Return Material Authorization (RMA) will be issued to you. Products returned to HAMMER without this RMA will not be processed for repair, replacement or refunds. Return the product, freight prepaid, to the return location provided to you. **IMPORTANT: YOU MUST INCLUDE YOUR PROOF OF PURCHASE WITH ANY RETURNS.**

## PREMIUM OR UPLIFTED SERVICE

If you have purchased a supplemental service plan providing for support services in addition to the basic warranty service described herein, then such services will be provided to you in accordance with the plan you purchased. If your Service Plan provides problem reporting instructions different than those specified above you should follow those instructions.