

3-year Rapid Exchange Warranty Details

Once a product or Field Replaceable Unit (FRU) has been diagnosed as defective by the Quantum Customer Support Center, Quantum will arrange for shipment of a replacement Product or Part at Quantum's discretion two (2) business days after receipt of the call. Quantum reserves the right to choose, at its sole discretion, Rapid Exchange of the whole unit or failing part.

Rapid Exchange shipments REQUIRE a Return Authorization (RA) number from Quantum Customer Support clearly indicated on the outside of the shipping package and shipped to a Quantum-specified receiving location. The customer Must also provide Quantum with a credit card HOLD or another form of Quantum-specified collateral for security purposes. Once the defective Product or Part is received by Quantum, the hold/deposit will be RELEASED.

If a credit card or another form of Quantum-specified collateral is not provided, then the replacement product cannot be sent until defective product has been received by Quantum. In the event the defective Product or Part is not received by Quantum within fourteen (14) business days after the customer has received a replacement Product or Part, Quantum will convert the hold/deposit to a charge. The requestor is responsible for the full retail value of the missing Product or Part. Additionally, the warranty will be void on the Product or Part that Quantum shipped out as part of the Rapid Exchange Program AND the Product or Part that was not returned. Replacement Products or Parts shall be furnished on an exchange basis and may be either new or reconditioned as new.

Removal, shipment to Quantum shipping insurance and loss or damage of the failed Product or Part, as well as the installation and configuration of the replacement Product or Part is the responsibility of the End User. The customer may choose an on-site field call at the then-current price for removal and installation of the replacement Product or Part. Products, Parts and Repairs shipped to the End User by Quantum, shall be freight prepaid by Quantum. Responsibility for loss or damage shall be on Quantum. Quantum shall not be responsible for any handling fees, import duties or tariffs, or delays as a result of customs.