



Extended Warranty/Hot Swap Guidelines

* Extended warranties can be purchased as long as equipment is currently covered by either the original manufacturer's warranty or a 1st year extended warranty. (Maximum 2yr extended warranty coverage.)

*The warranty will automatically be extended to 1 (or 2) years from the *manufacture* date. A copy of the invoice or tracking information must be provided if the warranty is to be extended to the purchase/delivery date instead.

*1year or 2year warranty can be purchased. For example:

A Bravo purchased May 31, 2006 automatically has a warranty thru May 30, 2007. An additional 1 year warranty will cover the unit through May 30, 2008. A 2 year warranty will cover it through May 30, 2009. (1 year warranty can be purchased now and a 2nd 1 year warranty later for the full coverage; there is a 15% discount if a 2 year warranty is purchased up front).

* Hot Swap warranty can be purchased for Primera equipment. However, the equipment must have extended warranty coverage for each year, excluding the first year that is already covered by our standard warranty.

*The original warranty extension date will remain the same if a unit is exchanged.

*A customer with a Hot Swap warranty can choose to process the exchange as a "-31 Exchange Upon Receipt" or as a "-32 Cross Ship". The outgoing shipping will be upgraded to Fed Ex Standard at no charge and Primera will cover the return shipping with a Fed Ex label.

*Warranties can be purchased through Legend.

*Warranties are not available on OEM units as they do their own service. Warranties are also not available on refurbished units.

*Warranties are available to customers in the US and Canada only. U.S. Territories such as Puerto Rico and the Virgin Islands are excluded.

*Customers will be sent an email confirming the warranty. Extended warranties and hot swap warranties will be logged in under the end-user's account.

*Warranties are non-refundable after 30-day from warranty purchase date