

Seagate Limited Warranty

This channel limited warranty applies to Seagate non-retail bare drive or SSD products (collectively, non-retail "Seagate Products").

To see the policy for Business Storage/NAS products please [click here](#).

To see the policy for Consumer (Seagate, Maxtor and LaCie branded) products please [click here](#).

What Does This Channel Limited Warranty Cover?

This limited warranty covers any defects in material or workmanship in Seagate Products purchased through the Seagate Distribution channel. Only a customer who purchases product from a Seagate authorised reseller or distributor may obtain coverage under this limited warranty (please see our list of local authorised distributors and resellers at [wheretobuy.seagate.com](#)). Warranty service is provided only when your product is returned to an authorised return centre in the region where the product was first shipped by Seagate. The defined regions are as follows:

- North American region
- Latin America region
- EMEA region (Europe, Middle East, and Africa)
- China region (including Hong Kong and Macau) (Please return to the place of purchase.)
- India region (including Bangladesh, Nepal, Pakistan and Sri Lanka)
- Indonesia
- Japan
- Malaysia
- Philippines
- Taiwan
- Vietnam
- APAC region (Australia, Korea (South), New Zealand, Singapore and Thailand)

How Long does the Coverage Last?

Seagate will provide a limited warranty for Seagate products based on published limited warranty periods. Please go to [www.seagate.com/support/warranty-and-replacements](#) for additional information. If you purchased the product in a European Economic Area Member State, you will receive the longer of your applicable product warranty period or two (2) years.

What Does This Channel Limited Warranty Not Cover?

This limited warranty does not cover any problem that is caused by (a) commercial use, accident, abuse, neglect, shock, electrostatic discharge, degaussing, heat or humidity beyond product specifications, improper installation, operation, maintenance or modification; or (b) any misuse contrary to the instructions in the user manual; or (c) lost passwords; or (d) malfunctions caused by other equipment. This limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including the unauthorised removal of any component or external cover). This limited warranty does not cover data loss – back-up the contents of your drive to a separate storage medium on a regular basis. Also, consequential damages; incidental damages; and costs related to data recovery, removal, and installation are not recoverable under this warranty. This limited warranty applies only to hardware products; software, media, and manuals are licensed (and warranted where applicable) pursuant to separate written agreement.

What Do You Have To Do?

We will not provide any warranty coverage unless your claim is in compliance with all terms of this limited warranty statement and you follow proper return procedure. To request warranty service please go to www.seagate.com/warranty. To contact an authorised service centre, or for more information regarding customer support within your jurisdiction refer to www.seagate.com/contacts. Once we, or one of our authorised service centres determines that a replacement is required, you will be prompted for your name, address, phone number, e-mail and product serial number and then issued a Return Order Number to use when returning product. Product you return to us must be properly packaged in its original packaging (or packaging providing the product with protection equivalent to the original packaging) and shipped, with the shipping charges prepaid via a shipping method that provides for tracking of your package, to the address provided when you received your Return Order Number. In addition to regular back-ups, if possible, back-up your data before returning a drive, because the product you send to us or to an authorised service provider will not be returned to you. Additional information on backing-up the contents of your drive can be found at www.seagate.com.

What Will Seagate Do?

If we authorise you to return your product to us or an authorised service provider, Seagate will replace your product without charge with a functionally equivalent replacement product. Seagate may replace your product with a product that was previously used, re-certified and tested to meet Seagate specifications. Seagate will pay to ship the replacement drive to you. By sending a product for replacement, you agree to transfer ownership of the original product to Seagate. Seagate will not return your original product to you. Data recovery, advance replacement option, or other warranty-related offerings or service plans are not covered under this limited warranty and are not part of the covered replacement process. If you would like data recovery performed on your drive, it is available from Seagate as a separate service for an additional charge. Seagate guarantees that replaced products are covered for the greater of either the remainder of the original product warranty or 90 days.

How Does State Law Apply?

The laws of the State of California, USA, govern this limited warranty. They give you specific legal rights, and you may also have other rights that vary from state to state. This limited warranty does not affect any additional rights you have under laws in your jurisdiction governing the sale of consumer goods, including, without limitation, national laws implementing EC Directive 99/44. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this limited warranty statement may not apply to you.

Which Seagate Companies Are Extending this Limited Warranty?

The Seagate company offering this limited warranty depends on where you purchased the product:

US & Americas: Seagate Technology LLC, 47488 Kato Road, Fremont, CA 94538, USA

Europe, Middle East, Africa: Seagate Singapore International Headquarters Pte. Ltd.
Koolhovenlaan 1, 1119 NB Schiphol-Rijk, The Netherlands

Asia Pacific: Seagate Singapore International Headquarters Pte. Ltd., 90 Woodlands Avenue 7, Singapore, 737911.

Please do not return products to the addresses listed above but follow the rules described in the paragraph "What Do You Have To Do?"

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