

5-YEAR REPLACEMENT WARRANTY for "Verbatim Pro EHDD" Drives

RMG Professional Products (RMGProducts.com) provides a full 5-year replacement¹ warranty, including next-business-day delivery — free of charge — , as added value and security to its extended clientele, for all Verbatim Pro EHDD Series units with properly registered serial numbers that it distributes.

Warranty Statement:

This warranty both wraps-around and extends the life of the manufacturer's 3-Year limited warranty to 5 Years, but otherwise strictly adheres to all of the manufacturer's expressed limitations of coverage and liability, and provides for product-only replacement for failure in the act of its intended professional uses and applications. Referral based services to attempt recovery of inaccessible data is available at current market contract pricing, but this cost, or any losses resulting from "data-loss" or its associated inconvenience is expressly exempted from all warranty coverage herein provided. (See Verbatim's [Hardware Limited Warranty](#) for details).

RMG Professional Products extends this warranty to end-users who maintain their purchase receipt indicating the Dealer/Integrator, Date of Final Purchase, and the Unit Serial Number matching the serial number sticker on the case².

Replacement Process

- Step 1 – **Notification:** [e-mail HDD RMA](#) or call our Returns Department at **941.921.5438** (9a-5p M-F EST): Include the following information: Details of the problem, Your Purchase Information, and Product Serial #.
- Step 2 – **Authorization:** Upon authorization, you will be shipped a new unit, including a prepaid return package for the unit to be replaced. You must supply a credit card to be temporarily billed for the cost of the new unit — you will receive a refund credit on your credit card when we receive and establish the validity of the returned unit.

¹ Limited to similar (or) enhanced replacement unit stock availability, unusual logistical situations, and within the 48 Contiguous Continental United States – solely per RMG Professional Products' discretion.

² Removal or defacement of the Serial Number Sticker (located on the unit's cabinet face plate) or removal/tampering with the cabinet faceplate or cabinet itself will VOID all warranties.

The following is copy from [Verbatim's Hardware Limited Three Year Warranty](#) (English version only).

For the Official PDF version from Verbatim's Official website [click here](#)

Limited Warranty Terms

The Verbatim Americas, LLC warranty obligations for this hardware product are limited to the terms set forth below:

Verbatim warrants its products to be free of defects in material and workmanship under normal use and service for a period of 3 year from the date of purchase. Verbatim's sole obligation with respect to claims of non-conformance made within the warranty period described above shall be, at its option, to repair or replace any item of Equipment that Verbatim, in its sole discretion, determines to be defective, subject to the procedure set forth below.

Verbatim's warranty obligations hereunder are expressly conditioned upon (i.) the Products being properly installed, used and maintained at all times by Customer; (ii.) the Products not being subject to unusual mechanical stress or unusual electrical or environmental conditions

or other acts of God; (iii.) the Products not being subjected to misuse, accident or any unauthorized installation/deinstallation by Customer or other third party; (iv.) the Products not being altered or modified in an unauthorized manner, unless approved in writing or otherwise performed by Verbatim and (v.) Customer promptly installing all Product revisions that have been released for such Products by Verbatim throughout the warranty term. Verbatim does not warrant that the Products will operate in any specific combination that may be selected for use by Customer or that the operation of the Products will be uninterrupted or error free, or that all nonconformance or defects will be remedied. Additionally, Verbatim shall have no warranty obligations for any failure of the Products to conform to the applicable product specifications resulting from the combination of any Product(s) with hardware and/or software not supplied by Verbatim. If it is determined that any Product(s) reported as defective or non-conforming by Customer during the warranty period is not defective or non-conforming, Verbatim may, at its option, charge Customer for any labor provided and expenses incurred by Verbatim in connection with such determination, at Verbatim's then current rates.

Verbatim is not liable for any damage to or loss of any programs, data, or other information stored on any media contained within the Verbatim hardware product, or any non-Verbatim product or part not covered by this warranty. Recovery or reinstallation of programs, data or other information is not covered under this Limited Warranty.

Verbatim shall not be responsible for unauthorized sale or misrepresentation by unauthorized third party resellers. Verbatim warranties are not transferable with ownership. Products purchased by auction, yard sale, flea market or purchased as demo units may not be covered under Verbatim's warranty.

THE WARRANTIES OF VERBATIM AND REMEDIES OF CUSTOMER SET FORTH IN THIS SECTION ARE EXCLUSIVE AND ARE GIVEN BY VERBATIM AND ACCEPTED BY CUSTOMER IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL SUCH OTHER WARRANTIES BEING HEREBY EXPRESSLY AND UNEQUIVOCALLY DISCLAIMED BY VERBATIM AND WAIVED BY CUSTOMER TO THE EXTENT ALLOWED BY LAW (AND TO THE EXTENT NOT WAIVABLE BY LAW, ARE LIMITED TO THE TERM OF THE EXPRESS WARRANTY SET FORTH HEREIN). VERBATIM IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, INCLUDING ANY COSTS OF RECOVERING OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE VERBATIM PRODUCT. VERBATIM SPECIFICALLY DOES NOT REPRESENT THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS LIMITED WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. FOR EXAMPLE, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THESE RESTRICTIONS MAY NOT APPLY TO YOU.

Return Procedure:

The Customer shall obtain a Return Merchandise Authorization (RMA) number from Verbatim prior to returning any Equipment to Verbatim under this warranty by contacting Technical Support (see www.verbatim.com/support). The Customer shall prepay shipping

charges for Equipment returned to Verbatim for warranty service, and Verbatim shall pay freight charges for the return of the Equipment to the Customer, excluding customs duties or taxes, if any. All returns require a dated original proof of purchase and a letter explaining the problem. Before you deliver your product for warranty service it is your responsibility to backup all data, including all software programs. You will be responsible for reinstalling all data. Data recovery is not included in the warranty service and Verbatim is not responsible for data that may be lost or damaged during transit or a repair. Verbatim will not be responsible for items returned without an RMA or improperly packaged. Replacement Equipment shall be new or like new in performance and shall be warranted for the remaining duration of the warranty term of the non-conforming Equipment. All replaced Equipment shall become the property of Verbatim. Any claims of defects not made within the warranty period shall be deemed waived by Customer.