



**Limited Warranty & RMA Service Policy**  
(Effective date: January 1, 2008)

**1. Term of Limited Warranty Coverage**

CalDigit warrants the products to be free from defects under normal use and service for the original purchaser. The warranty period starts from the date printed on CalDigit Invoice for a period of one (1), two (2) or three (3) years, depending on the model. If you discover a defect covered by the warranty, you should contact CalDigit immediately for repair or replace the product at no charge to you. You acknowledge and agree that repaired or replacement product, at the sole option of CalDigit, may be a recertified / remanufactured product.

In order to receive the warranty service, customer must return the product during the warranty period. Also, customer needs to provide the following information:

- (1). a RMA (Return Merchandise Authorization) number.
- (2). Full name, address, telephone number, and Email address. (No PO Box)
- (3). a copy of the invoice as proof of date of original purchase from an authorized seller.
- (4). a description of the problem.

**The customer must pay all transportation costs for a returned product.**

This warranty applies only to CalDigit hardware products.

**2. D.O.A. definition and service policy**

Dead On Arrival (D.O.A.) is defined as the product defective within 15 days from the date of Invoice for the original purchaser.

D.O.A. product must return completely with the original accessories, and be received by CalDigit within 7 business days from the date of RMA number authorized, or it will be processed as a Standard RMA returns.

D.O.A. returns will be processed for immediate replacement after received and inspected by CalDigit RMA Service department.

**3. Return for Credit Policy**

Product returns for Credit must request and be received by CalDigit within the first 15 days of the Invoice date and it is only applied for the authorize seller & original purchaser. Return for Credit products must be in its original package and with all accessories. Or the restocking and/or reconditioning charges will be applied.

- a. No credit return for all Special Order products
- b. All Credit returns must receive by CalDigit within 7 business days from the date of RMA number issued.
- c. Credit returns amount are subjected to be base on the current market value or the invoice price with 15% restocking charge applied; whichever is lower.

- d. Full Credit or other action will be made if there is shipping error in CalDigit. Customers must report all shipping errors within 48 hours of shipment received.

Credit will be available for the customers' future purchase after the returns had been verified and processed by our Accounting department. Customer must anticipate the regular accounting credit process period. **No Immediate Credit Memo Approval.**

#### **4. RMA Return and Warranty Service Procedure**

All service returns must first obtain a valid CalDigit RMA number before sending for service. A RMA number is valid for 30 days from the date of RMA number issued.

##### Steps of Return process

- a. Complete CalDigit RMA Request Form and fax to RMA department at **714-572-9881** with a copy of purchase invoice. Or send the RMA form to: support@caldigit.com (You can download RMA Request Form in PDF format)  
A RMA number will be issued for your return within 1-3 business days if there is no question with your request.
- b. Follow the instruction below to send your service returns to CalDigit RMA Service Department.
- Enclose one copy of CalDigit RMA Request Form with the valid RMA number.
  - Mark the RMA number in **bold print** on the outside of the RMA return boxes.
  - Do not need to send manual, cables or accessories with the return products unless requested by CalDigit RMA service staff.
  - Properly pack and ship your return products.  
CalDigit will not be responsible for any package damaged in shipping from customers. Any damage caused by the improper packing will result to void the warranty of products.
  - Customer is responsible for the return shipping fees. Any RMA package return with C.O.D. or invalid RMA number will be rejected.

##### Repair and Replacement process

It is CalDigit sole decision to repair or replace the defective products for customers. CalDigit will first obtain the customer approval for the parts substitution if necessary. CalDigit reserves the right to substitute an equivalent product if the service products are not able to be repaired or not available for replacement.

##### Policy Disclaimer

This policy is applied only for the merchandises sold in the United States(unless specified). CalDigit reserves the right to modify this Limited Warranty and RMA Service Policy as necessary without prior notice at anytime.

### **5. CalDigit Warranty Disclaimer**

CALDIGIT LIMITS THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE, TO THE DURATION OF THIS LIMITED WARRANTY. **SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.** CALDIGIT DOES NOT WARRANT (1) THE PERFORMANCE OR RESULTS OBTAINED FROM USING THIS PRODUCT, (2) THAT THE PRODUCT IS APPROPRIATE FOR THE CUSTOMER'S PURPOSES, (3) THE MANUAL IS ERROR FREE, OR (4) THAT NO DATA WILL BE LOST WHILE USING THE PRODUCT. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE IS ASSUMED BY THE CUSTOMER.

No CalDigit dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

CALDIGIT IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY LEGAL THEORY, INCLUDING LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH CALDIGIT PRODUCTS EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION OF THIS DOCUMENT IS SUBJECTED TO CHANGE WITHOUT PRIOR NOTICE AND DOES NOT REPRESENT A COMMITMENT ON THE PART OF THE VENDOR, WHO ASSUMES NO LIABILITY OR RESPONSIBILITY FOR ANY ERRORE THAT MAY APPEAR IN THIS DOCUMENT.

### **6. Customer warning**

Please be sure to back up your data before returning your drive to CalDigit for repair. CalDigit cannot under any circumstances guarantee the integrity of data remaining on a returned drive. We make no provisions for data recovery and cannot be held liable for any data loss on drives or media returned to CalDigit.

**REV. 1.092308**