

May 13, 2009

Re: Returning Defective Seagate Hard Drives

To all of our customers and partners;

We are pleased to announce a new RMA initiative for defective Seagate hard drives. The new process will allow you to receive replacement drives directly from the manufacturer, which will significantly reduce waiting time and make the process more efficient.

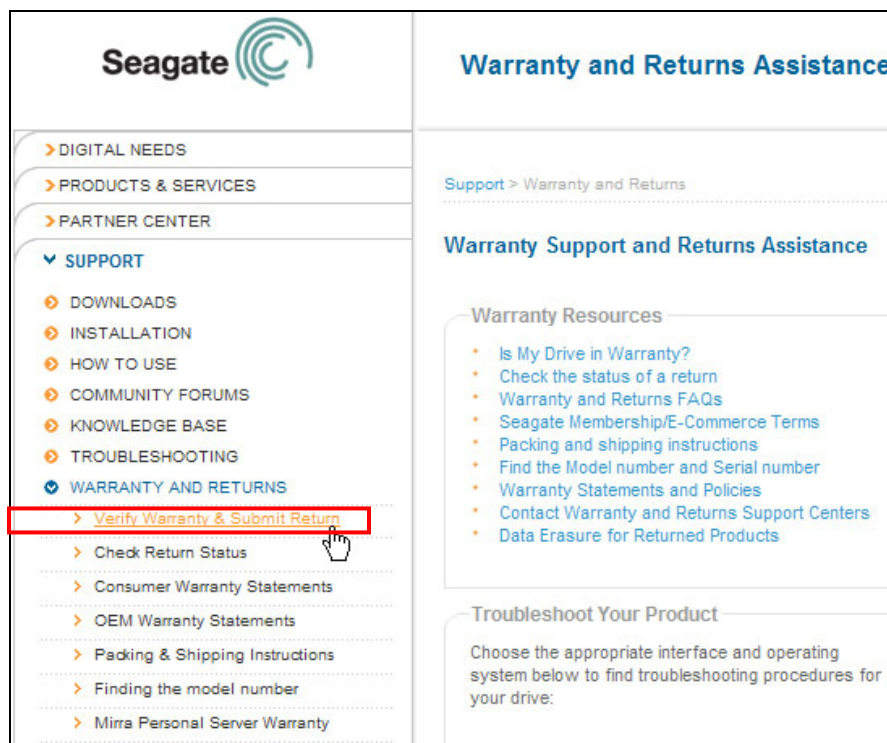
Remember that while i³DVR's limited warranty on a hard drive may have already run out, the hard drive may still be covered under the original manufacturer's warranty.

This bulletin will guide you through the step-by-step process of submitting an RMA for one or more of your hard drives.

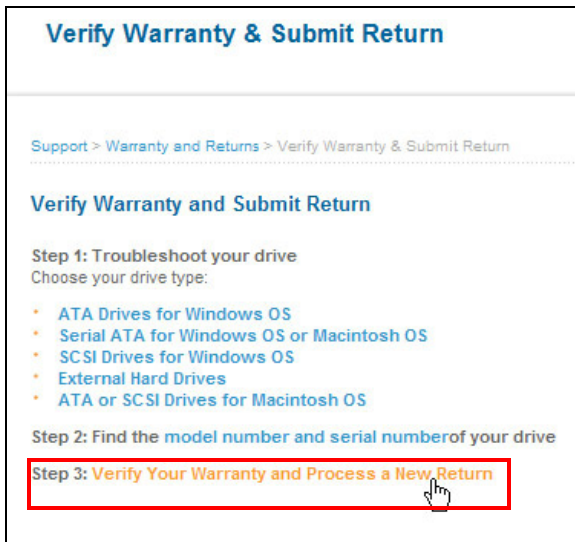
Returning Defective Seagate Hard Drives

Once a certified technician has established that your Seagate drive is defective, follow the steps below:

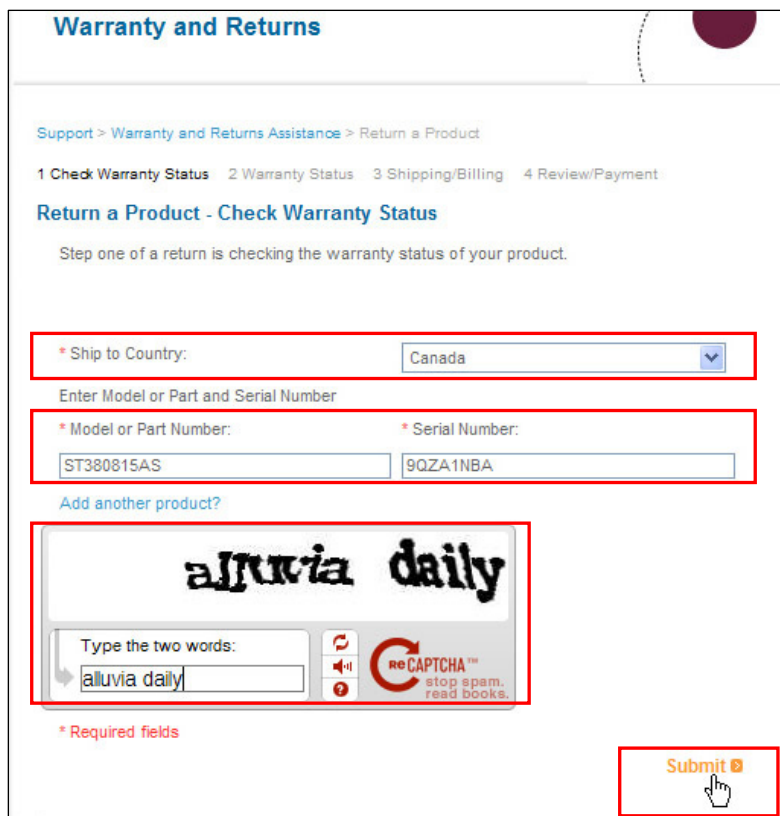
1. Open your Internet browser window and go to <http://www.seagate.com/www/en-us/support>
2. In the **Support** menu, select and click on the **Warranty/Returns** option.
3. In the tree menu on the left side of the screen, click on the **Verify Warranty & Submit Return** link



4. In the Verify Warranty & Submit Return window, click the **Verify Your Warranty and Process a New Return** link.



5. In the following window,
 - a. Select your country from the drop-down menu
 - b. Enter the hard drive's **Model/Part Number** (See Picture 1)
 - c. Enter the hard drive's **Serial Number** (See Picture 1)
 - d. Enter the automatically generated confirmation words in the area provided
 - e. Click **Submit** to proceed with your RMA claim

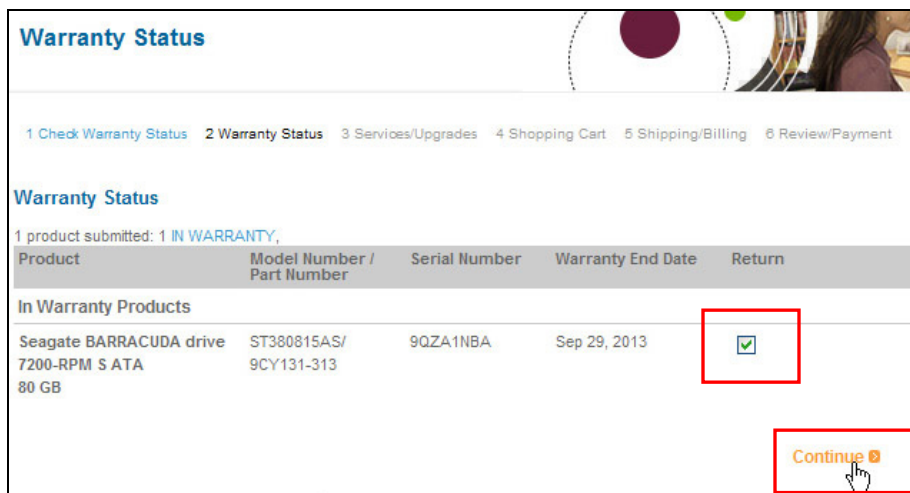


To locate the serial number of your hard drive, look directly underneath the Seagate logo on the label attached to the top of the hard drive. The hard drive's model number is located beneath the serial number.



Picture 1. Serial Number of the Seagate hard drive is located directly beneath the Seagate logo in the top left corner.
The hard drive model is printed below the serial number.

6. In the following window,
 - a. Confirm that your hard drive is still under manufacturer's warranty.
 - b. Check off the **Return** button for all drives that will be returned in this RMA claim
 - c. Click **Continue** to proceed with your RMA claim.



Product	Model Number / Part Number	Serial Number	Warranty End Date	Return
In Warranty Products				
Seagate BARRACUDA drive 7200-RPM S ATA 80 GB	ST380815AS/9CY131-313	9QZA1NBA	Sep 29, 2013	<input checked="" type="checkbox"/>

[Continue](#)

7. In the following window, check off **Advanced Replacement** checkbox if you want the replacement drive(s) to be shipped to you immediately. There is an additional charge for Advanced Replacement option. Skip this step to proceed with the standard RMA claim.
8. In the Shopping Cart window, your RMA order total amount will be displayed. Your total should be \$0.00 unless you have selected Advanced Replacement option in the previous step. Click **Checkout** to proceed with your RMA claim.

9. In the Checkout window,
 - a. Log In if you are already registered with Seagate, otherwise, fill out the Shipping Address form. Make sure to complete all required fields.
 - b. Read Seagate Membership/E Commerce Terms and check off I accept these Terms and Conditions checkbox.
 - c. If you wish to register with Seagate for future RMA returns, fill out the Registration form.
 - d. Click **Review Order/Payment** to proceed.
10. In the following window,
 - a. Review your RMA claim, including your shipping and billing address, and your hard drive(s) serial number(s).
 - b. In the **Select Location to Ship Your Product** area, select the Seagate location closest to you. This is where you will be shipping your defective Seagate drive(s).
 - c. Click **Submit Order** to complete your RMA claim.
11. Your RMA order number will be displayed in the next window.

Order Confirmation

[Print this page](#)
[Email Order Acknowledgment](#)

Order Date: Apr 24, 2009

Order Number: 1001836749

Need to talk with customer service about your order? Please allow one hour for our system to process it before you call. Thanks for your patience.

Shipping, Billing, and Shipping Method		
Shipping Address Bidia Chakia i3DVR International 780 Birchmount Road, unit 16 Toronto ON, M1K5H4 Canada	Billing Address (Empty)	Return Shipping Method Standard Shipping: 3-7 days Replacement product will be shipped to you after Seagate receives your original product.**

Return Location
 UPS SCS Canada
 Seagate Technology
 C/O UPS SCS
 1022 Champlain Ave
 Building 1
 Burlington
 Ontario, L7L 0C2
 Canada

Next Steps:

Step 1 -[Print this page for your records](#). You will need your order number to check the status of your order at a later time.
 Step 2 -[Read PDF instructions for packaging and mailing your return to Seagate](#).
 Step 3 -[Print a mailing label for the return product package](#).

Return Products	Model Number / Part Number	Serial Number	Service / Upgrade Options	Price
Seagate BARRACUDA drive 7200-RPM S ATA 80 GB	ST380815AS 9CY131-313	9QZA1NBA	None	\$0.00

- a. Print this page for your records
- b. Make sure to carefully read Seagate packing and mailing guidelines. You must package your defective in accordance with Seagate guidelines.
- c. Click on the **Print a mailing label for the return product package** link on the page and print Seagate RMA label. Then, attach it to your shipment.

12. Your RMA order is now complete. Carefully package defective Seagate drives in accordance with their shipping guidelines and ship them to Seagate location you chose for prompt replacement.

For more information or with any questions please contact technical support at support@i3dvr.com or by phone: 1.877.877.7241. Thank you very much for your attention and cooperation.

Best regards,

A handwritten signature in black ink, appearing to read "B. Hoang", with a stylized flourish above the name.

Bob Hoang
Technical Support and Services
1.416.261.2266 x107
bob@i3dvr.com