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Warranty Services

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RMA

RMA Terms and Conditions

Limited Warranty

Boston Limited warrants its products, if properly used and installed, to be free from defects in material and workmanship for a period of time detailed below from the date of Boston's invoice. This limited warranty applies only to the original purchasers of Boston's products.

Type of Product	Standard Warranty	Standard Advanced Replacement
Motherboard, Power Supply, Add On Card, Chassis (and components from within Chassis)	3 years limited ¹	Within the first 30 days of receiving the product
SuperServer (barebone)	3 years limited	Within the first year of receiving the product
SuperServer (built by Boston) + all internal components	3 years	Within the first year of receiving the product
Switch	3 years	Within the first year of receiving the product
Hard Drive (Enterprise)	3 years ²	Within the first 30 days of receiving the product
Hard Drive (Desktop)	1 year	Within the first 30 days of receiving the product
Memory	3 years ³	Within the first 30 days of receiving the product
CPU	3 years	Within the first 30 days of receiving the product

Returns Overview

If returned products are:

- Within the warranty period
- Returned with the appropriate Returns Label
- Defective as determined by Boston

Boston will then, at its discretion:

- Send the item back to the manufacturer for repair
- Replace the defective product with a refurbished product⁴
- Issue a credit to the customer for the current value of the product

¹ 3 years limited warranty – 1st year parts and labour warranty, 2nd and 3rd years labour only

² Or more based on manufacturer's warranty

³ Or more based on manufacturer's warranty

⁴ For the purposes of RMA, "refurbished" is taken to mean a product or part that has been returned to its original specifications

The standard expected turnaround time for RMAs is 6-8 weeks once the item has been returned to Boston. In certain circumstances this may be longer but this will be communicated where possible. We always endeavor to turnaround RMAs as quickly as possible.

Optional Upgrade - Advanced Replacement Services

If you would like to discuss adding an additional 1-5 year, advanced warranty arrangement to your order, please get in touch with your sales representative who will be more than happy to discuss your options in more detail.

The below table outlines obtainable service levels available:

Service Level	Description
SM-1YRADVANCED	1 Year Advanced Warranty of Parts
SM-2YRADVANCED	2 Year Advanced Warranty of Parts
SM-3YRADVANCED	3 Year Advanced Warranty of Parts
SM-4YRADVANCED	4 Year Advanced Warranty of Parts
SM-5YRADVANCED	5 Year Advanced Warranty of Parts

Optional On-Site Warranty Services

If you would like to discuss adding an additional 1-5 year, on-site warranty arrangement to your order, please get in touch with your sales representative who will be more than happy to discuss your options in more detail.

Below is a table of the warranty services we currently offer:

Service Level	Description
SM-1YRONSITE-NBD	1 Year Warranty – Next Business Day Service
SM-2YRONSITE-NBD	2 Year Warranty – Next Business Day Service
SM-3YRONSITE-NBD	3 Years Warranty – Next Business Day Service
SM-4YRONSITE-NBD	4 Years Warranty – Next Business Day Service
SM-5YRONSITE-NBD	5 Years Warranty – Next Business Day Service
SM-1YRONSITE-SBD	1 Year Warranty – Same Business Day Service
SM-2YRONSITE-SBD	2 Years Warranty – Same Business Day Service
SM-3YRONSITE-SBD	3 Years Warranty – Same Business Day Service
SM-4YRONSITE-SBD	4 Years Warranty – Same Business Day Service
SM-5YRONSITE-SBD	5 Years Warranty – Same Business Day Service
SM-1YRONSITE-7DX24X4	1 Year Warranty – 7 Days A Week, 24 Hours A Day – 4 Hour Response
SM-2YRONSITE-7DX24X4	2 Years Warranty – 7 Days A Week, 24 Hours A Day – 4 Hour Response
SM-3YRONSITE-7DX24X4	3 Years Warranty – 7 Days A Week, 24 Hours A Day – 4 Hour Response
SM-4YRONSITE-7DX24X4	4 Years Warranty – 7 Days A Week, 24 Hours A Day – 4 Hour Response
SM-5YRONSITE-7DX24X4	5 Years Warranty – 7 Days A Week, 24 Hours A Day – 4 Hour Response

Prices for all of the warranty service plans we offer are provided at time of quoting.

If you have a specific level of warranty in mind that does not appear on the above table, let us know and we will work with you to provide something suitable for your needs.

Please read our full warranty services document for a clearer insight into our warranty packages and procedures.

