



# Infinicore Product Warranty, Support and RMA Policy V2.1

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## 1. Purpose and Scope

This Policy describes the product warranty, technical support, hardware replacement, spare-equipment, and Return Merchandise Authorization ("RMA") services available for eligible Infinicore products.

The specific service level purchased by the Customer is identified in the applicable quotation, purchase order accepted by Infinicore, support contract, or service entitlement. If an applicable signed agreement or accepted Infinicore quotation expressly specifies service terms that differ from this Policy, the expressly stated terms in that agreement or quotation control for that service.

Service availability may vary by product, country, geographic location, installation site, and service-provider coverage. Four-hour hardware response and Field Engineer services are available only for Covered Sites evaluated and approved in writing by Infinicore.

## 2. Definitions

**Business Day** means Monday through Friday, excluding Infinicore-observed holidays and, for location-dependent field services, applicable local public holidays at the Covered Site.

**Coverage Hours** means 09:00 to 17:00 during a Business Day. Unless otherwise stated in the applicable order:

- remote Infinicore Technical Support Coverage Hours are Pacific Time; and
- all 8 x 5 field-service Coverage Hours are based on the local time of the approved Covered Site.

**Covered Product** means an Infinicore product identified by model and serial number and covered by an active warranty or support entitlement.

**Covered Site** means the physical installation address registered with and approved by Infinicore for a location-dependent service.

**Initial Response** means acknowledgement of a support case and commencement of technical engagement by Infinicore. Initial Response does not mean incident resolution, hardware dispatch, replacement delivery, or restoration of production service.

**Covered Hardware Failure** means a hardware failure that Infinicore determines is eligible for repair or replacement under the applicable warranty or support entitlement.

**Dispatch Authorization** means Infinicore's confirmation that a Covered Hardware Failure requires replacement hardware and/or dispatch of a Field Engineer. The applicable four-hour hardware-delivery or on-site response clock begins when Dispatch Authorization is issued.



**Service Objective** means a target response, dispatch, delivery, arrival, replenishment, or repair time that Infinicore will use commercially reasonable efforts to meet. A Service Objective becomes a contractual Service Level Agreement ("SLA") only when Infinicore expressly approves it for the Customer and the applicable quotation, order, or support agreement identifies it as an SLA.

**Field Engineer** means an Infinicore employee or an authorized third-party service provider dispatched to a Covered Site.

**Replacement Product** means a new, refurbished, remanufactured, or functionally equivalent product or component supplied by Infinicore in connection with a warranty or RMA service.

**Dedicated On-Site Spare** means replacement equipment reserved for a specified Covered Site and stored at that site under a Customer-owned or Infinicore-consigned spare arrangement.

**Hot Standby** means a spare system that is installed, powered, connected, licensed, configured, and maintained for an approved high-availability or failover design. A boxed or stored spare is not, by itself, a Hot Standby.

### 3. Standard Product Warranty

#### 3.1 Warranty Period

New Infinicore products include a standard hardware and software warranty for one (1) year from the date of shipment.

The hardware warranty may be extended annually for up to four (4) additional years through an eligible Infinicore hardware warranty or support program. Software support and maintenance may be extended beyond the initial one-year period through an eligible Infinicore software support program.

#### 3.2 Standard Hardware Warranty

The standard hardware warranty provides return-to-factory repair or replacement for Covered Hardware Failures.

Before returning equipment, the Customer must contact Infinicore Technical Support and obtain a valid RMA number. Infinicore may require reasonable remote troubleshooting, diagnostic logs, product information, and other information necessary to confirm the reported failure.

Unless otherwise stated in the applicable quotation or order:

1. the Customer is responsible for transportation costs to the return location designated by Infinicore;
2. Infinicore targets completion of repair or replacement within four (4) weeks after receipt of the defective Product;
3. Infinicore is responsible for standard outbound transportation of the repaired or Replacement Product to the Customer;
4. the Customer is responsible for customs duties, taxes, import charges, brokerage fees, and similar charges for shipments outside the United States; and



5. if Infinicore determines that the returned Product has no covered defect or that the failure is outside warranty coverage, the Customer may be responsible for diagnostic, repair, handling, and transportation charges.

### 3.3 Software Warranty and Support

During the applicable software support period, the Customer is entitled to the software maintenance and update rights included in the purchased support level. Depending on the applicable service, these rights may include troubleshooting, available bug fixes, maintenance releases, security updates, and feature releases or upgrades.

Software support does not include custom software development, customer-specific feature development, support of unrelated third-party software, or professional services unless separately purchased.

## 4. Support and Hardware Service Levels

| Service Level                               | Hardware Service                                                                                                      | Initial Technical Response | Coverage | Software Updates            |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------|----------|-----------------------------|
| Standard Warranty                           | Return-to-factory repair or replacement                                                                               | Up to 3 Business Days      | 8 x 5    | Yes                         |
| Hardware Only                               | Return-to-factory repair or replacement                                                                               | Up to 3 Business Days      | 8 x 5    | Available bug fixes only    |
| Software Only                               | No hardware repair or replacement                                                                                     | Up to 3 Business Days      | 8 x 5    | Yes                         |
| Advance Replacement                         | Replacement dispatched before return of failed Product                                                                | Up to 1 Business Day       | 8 x 5    | Per underlying support plan |
| 8 x 5 x 4 Hardware Delivery                 | Replacement hardware delivery within four Covered Hours after Dispatch Authorization                                  | Per applicable order       | 8 x 5    | Per underlying support plan |
| 8 x 5 x 4 On-Site Replacement               | Replacement hardware and Field Engineer service with four-Covered-Hour arrival objective after Dispatch Authorization | Per applicable order       | 8 x 5    | Per underlying support plan |
| 8 x 5 x 4 Field Engineer with On-Site Spare | Field Engineer with four-Covered-Hour arrival objective; eligible spare already located at Covered Site               | Per applicable order       | 8 x 5    | Per underlying support plan |

The applicable quotation, order, or support agreement must identify the purchased service level and any Customer-specific SLA.

## 5. 8 x 5 Technical Support

8 x 5 Technical Support is available during Coverage Hours on Business Days through Infinicore's published support channels.

Support may include:

- support-case acknowledgement and triage;
- remote troubleshooting and log analysis;
- supported product configuration assistance;
- identification and isolation of hardware faults;
- software workarounds and available bug fixes;
- escalation to Infinicore engineering when required; and
- coordination of eligible hardware replacement or field service.



An Initial Response objective measures the time until Infinicore acknowledges the case and begins technical engagement. It is not a resolution, repair, replacement-delivery, or service-restoration commitment.

A support case received outside the applicable Coverage Hours is considered received at the beginning of the next Business Day for service-level timing purposes, unless the applicable order expressly provides otherwise.

## **6. 8 x 5 x 4 Hardware and On-Site Services**

### **6.1 Service Eligibility and Geographic Availability**

Four-hour services are optional paid services and are not available in all geographic locations.

Eligibility requires:

- an active qualifying Infinicore hardware warranty or support entitlement;
- advance registration of the Covered Product and Covered Site;
- evaluation of the installation location, travel requirements, local service-provider coverage, site-access conditions, equipment handling requirements, and replacement-hardware availability;
- written approval by Infinicore confirming that the requested service can be provided at the Covered Site; and
- completion of any required service activation, logistics setup, or local spare-stocking process.

No four-hour or Field Engineer service is committed until Infinicore has approved the specific Covered Site in writing.

Moving a Covered Product to another physical address suspends the location-dependent service commitment until the new location has been evaluated and approved by Infinicore.

### **6.2 Start of the Four-Hour Clock**

The four-hour service clock begins when Infinicore issues Dispatch Authorization after:

1. receiving the support request;
2. identifying the Covered Product and validating the applicable entitlement;
3. performing troubleshooting reasonably required for the purchased service;
4. confirming a Covered Hardware Failure; and
5. obtaining the site, contact, access, and configuration information reasonably necessary for dispatch.

Time spent waiting for required Customer information, troubleshooting cooperation, site access, change-control authorization, or other Customer-controlled dependencies does not count toward the four-hour Service Objective.

### **6.3 Covered-Hour Calculation**

Only time occurring during Coverage Hours counts toward an 8 x 5 x 4 Service Objective or SLA.



For example, if Dispatch Authorization is issued at 15:00 local Covered-Site time on a Business Day, two Covered Hours remain that day. The remaining two Covered Hours resume at the beginning of the next Business Day.

#### 6.4 8 x 5 x 4 Hardware Delivery

Where the Customer purchases **8 x 5 x 4 Hardware Delivery**, delivery of eligible replacement hardware to the Covered Site within four Covered Hours after Dispatch Authorization is the standard Service Objective.

Installation by a Field Engineer is not included unless separately purchased.

The four-hour Service Objective becomes a contractual SLA only when expressly approved by Infinitcore and identified as an SLA in the applicable quotation, order, or support agreement.

#### 6.5 8 x 5 x 4 On-Site Replacement

Where the Customer purchases **8 x 5 x 4 On-Site Replacement**, arrival of the required replacement hardware and a Field Engineer at the Covered Site within four Covered Hours after Dispatch Authorization is the standard Service Objective.

Replacement hardware and the Field Engineer may arrive separately.

The four-hour Service Objective becomes a contractual SLA only when expressly approved by Infinitcore and identified as an SLA in the applicable quotation, order, or support agreement.

#### 6.6 8 x 5 x 4 Field Engineer with On-Site Spare

Where the Customer has an eligible Dedicated On-Site Spare and purchases **8 x 5 x 4 Field Engineer with On-Site Spare**, Field Engineer arrival within four Covered Hours after Dispatch Authorization is the standard Service Objective.

The Field Engineer will use the approved on-site spare where technically appropriate. The four-hour Service Objective becomes a contractual SLA only when expressly approved by Infinitcore and identified as an SLA in the applicable quotation, order, or support agreement.

#### 6.7 Field Engineer Scope

Unless otherwise stated in the applicable quotation or order, a Field Engineer may:

- identify the Covered Product and confirm the replacement work;
- remove and replace the failed Infinitcore Product or field-replaceable component;
- rack and cable the replacement in the same supported installation location;
- power on the replacement;
- install an approved Infinitcore firmware or software version when required;
- apply management addressing and a Customer-provided configuration backup when reasonably practicable;
- perform basic hardware and link verification; and
- coordinate return of the defective equipment.

Field service does not include:



- redesign of the Customer network;
- troubleshooting of unrelated third-party equipment, carrier circuits, building cabling, or power systems;
- reconstruction of a missing Customer configuration;
- data recovery;
- custom migration or professional services;
- repair of unsupported modifications; or
- work that cannot be safely performed under the site conditions.

## 6.8 Field Engineer and Site Limitations

Field Engineer service is subject to site-specific limitations and is not available at every location.

Infinicore may require pre-service evaluation of:

- geographic accessibility and travel time;
- local service-provider and qualified-engineer availability;
- building and site access procedures;
- security restrictions and escort requirements;
- permitted working hours;
- rack location and physical accessibility;
- Product size and weight;
- lifting or two-person handling requirements;
- required tools or special equipment;
- electrical power, grounding, cooling, and cabling conditions; and
- other site conditions that may affect safe or timely service.

Infinicore may decline the requested service level or propose a different service level where the Covered Site cannot reasonably support the requested response objective.

## 6.9 Four-Hour Service Is Not a Four-Hour Restoration Guarantee

A four-hour hardware-delivery or Field Engineer Service Objective or SLA is a delivery and/or arrival commitment only.

It is not a commitment that the incident will be diagnosed, repaired, resolved, or that production service will be fully restored within four hours.

Completion time may depend on the nature of the failure, availability of a valid configuration backup, rack and cabling conditions, software compatibility, Customer change-control requirements, data restoration, or circumstances outside Infinicore's reasonable control.

## 7. Dedicated Spare Equipment Provision

### 7.1 Spare Service Models

Where purchased and identified in the applicable quotation or order, spare equipment may be provided under one of the following models:

**Customer-Owned Spare.** The Customer purchases and owns the spare equipment.



**Infinicore-Consigned On-Site Spare.** Infinicore owns the spare equipment and places it at an approved Covered Site for use under the applicable support service.

**Depot Spare.** Infinicore or an authorized service provider maintains replacement inventory at a service location supporting the Covered Site.

**Hot Standby.** A separately designed and approved high-availability deployment in which the spare system is installed and maintained in an operational standby state.

## 7.2 Spare Configuration

The applicable quotation or order should identify as applicable:

- Product model and quantity;
- port and network-interface configuration;
- storage configuration;
- power supplies, rails, and accessories;
- licensed features;
- required firmware or software version;
- included or excluded optics and cables; and
- ownership of the spare.

Unless expressly included, transceivers, cables, Customer data, Customer certificates, cryptographic keys, and third-party components are not part of the spare service.

## 7.3 Infinicore-Consigned Spare

An Infinicore-consigned spare:

- remains the property of Infinicore;
- may be used only for an authorized Covered Hardware Failure;
- must be stored under the environmental and security conditions specified by Infinicore;
- may not be sold, transferred, pledged, modified, or used for unrelated production, laboratory, development, or demonstration purposes; and
- must remain identifiable by its model and serial number.

The Customer must promptly notify Infinicore when a consigned spare is activated.

## 7.4 Spare Readiness

Unless Hot Standby service is expressly purchased, a Dedicated On-Site Spare is intended for rapid replacement and is not guaranteed to be continuously powered, synchronized, or capable of automatic failover.

For a Warm Spare or Hot Standby arrangement, the applicable quotation or order must define responsibilities for:

- software-version synchronization;
- configuration synchronization;
- license readiness;
- periodic health checks;
- cabling and power;



- failover procedure; and
- acceptance testing.

## 7.5 Spare Replenishment

After an approved Dedicated On-Site Spare is activated to replace a failed Covered Product, Infinicore will replenish the designated spare inventory as follows unless the applicable order expressly provides a different service level:

**Domestic U.S. Covered Sites:** Infinicore's standard Service Objective is delivery of the replacement spare to the Covered Site within three (3) Business Days after Infinicore validates the spare activation and opens the associated RMA.

**International Covered Sites:** Infinicore will process and dispatch the replacement spare after validation of the spare activation and associated RMA using FedEx International Priority or an equivalent priority express service. Actual delivery time may vary based on destination, carrier availability, customs clearance, import requirements, and other conditions outside Infinicore's reasonable control.

The activated spare may become the permanent Replacement Product unless Infinicore instructs otherwise.

## 8. RMA and Hardware Replacement Terms

### 8.1 RMA Authorization

No hardware may be returned without a valid RMA number issued by Infinicore or an authorized Infinicore service provider.

To request an RMA, the Customer should provide:

- company and contact information;
- Covered Site and ship-to/return address;
- Product model and serial number;
- applicable support entitlement when requested;
- date and time the problem was reported;
- description of the reported failure;
- diagnostic information and troubleshooting already performed; and
- any other information reasonably necessary to identify and process the failure.

Infinicore may refuse or return shipments received without a valid RMA number.

### 8.2 Standard Return-to-Factory RMA

Under Standard Warranty and Hardware Only service, the Customer returns the defective Product after RMA authorization. Infinicore will repair or replace the Product in accordance with the applicable warranty terms.



### 8.3 Advance Replacement

Advance Replacement is an optional service available only with an eligible underlying hardware warranty or support entitlement.

For an approved Advance Replacement:

1. Infinicore ships a Replacement Product before receiving the defective Product.
2. Unless a different service level is purchased, Infinicore targets dispatch of the Replacement Product within two (2) Business Days after Advance Replacement approval.
3. Expedited carrier service affects transit time and does not shorten troubleshooting, approval, or processing time.
4. The Customer must return the defective Product within fifteen (15) calendar days after receiving the Replacement Product.
5. One replacement may be outstanding for a specific RMA and failed serial number. This limitation does not prevent separate valid RMAs for other Covered Products.
6. If the defective Product is not returned within thirty (30) calendar days after receipt of the Replacement Product, Infinicore may invoice the Customer for the unreturned equipment at the applicable replacement value and may suspend additional Advance Replacement service until the return is resolved.
7. The Customer is responsible for the freight cost of returning the failed Product to the return location designated by Infinicore.

### 8.4 Premium Hardware Replacement Services

For 8 x 5 x 4 Hardware Delivery, 8 x 5 x 4 On-Site Replacement, 8 x 5 x 4 Field Engineer with On-Site Spare, and other premium hardware-replacement services:

1. Infinicore arranges the outbound replacement-hardware delivery necessary to provide the approved service.
2. The Customer is responsible for the freight cost of returning the failed Product to the return location designated by Infinicore, unless an applicable Customer-specific quotation or agreement expressly states otherwise.
3. The Customer must return the failed Product within the return period stated in the applicable RMA instructions.

### 8.5 Replacement Product

A Replacement Product may be new, refurbished, remanufactured, or functionally equivalent. It will provide substantially equivalent or greater supported functionality for the Covered Product, subject to Product availability and compatibility requirements.

Upon completion of an exchange, the Replacement Product becomes the Customer's replacement unit and the returned defective Product becomes the property of Infinicore, except where an approved Defective Media Retention or Secure RMA service applies.

### 8.6 Return Requirements

Returned equipment must:



- display the RMA number as instructed;
- match the authorized model, serial number, component, and quantity;
- be packaged in a manner reasonably sufficient to prevent transit damage; and
- include only the equipment and accessories authorized for return.

The Customer is responsible for damage caused by inadequate packaging.

## 8.7 Data, Storage Media, Credentials, and Privacy

The Customer is responsible for backing up and, where practicable, removing Customer data before returning equipment.

Returned equipment may contain packet captures, logs, configurations, credentials, certificates, cryptographic material, or other Customer information. Unless a separate data-retention service has been purchased, the Customer authorizes Infinicore to erase, reimage, repair, replace, recycle, or otherwise process returned storage media as reasonably necessary to perform the RMA.

The Customer must not return storage media containing information that the Customer is legally or contractually prohibited from transferring to Infinicore.

## 8.8 Defective Media Retention

Infinicore offers a separately priced **Defective Media Retention ("DMR")** option for eligible data-bearing components.

Under DMR, the Customer may retain specified failed storage media, such as eligible SSDs or other approved data-bearing components, instead of returning those components with the RMA.

DMR:

- applies only to Product components specifically identified as eligible by Infinicore;
- requires an active qualifying hardware warranty or support entitlement;
- requires the Customer to provide the part number, serial number, and other identification requested by Infinicore; and
- places responsibility for secure destruction, disposal, or continued custody of the retained media on the Customer.

For Customers requiring retention of an entire defective appliance or additional non-media hardware, Infinicore may offer a separately quoted **Secure RMA / Defective Asset Retention** service when approved for the applicable Product and Customer requirement.

## 8.9 No-Fault-Found and Non-Covered Returns

If testing determines that the returned Product is functional, the reported condition cannot be reproduced, or the failure is excluded from warranty coverage, Infinicore may return the Product and charge the Customer for applicable diagnostic, repair, handling, and transportation costs.

## 8.10 Shipping, Customs, and Duties

Unless otherwise stated in the applicable quotation or order:

- **Standard Return-to-Factory:** The Customer pays inbound freight to Infinicore's designated return location. Infinicore pays standard outbound freight for the repaired or Replacement Product.



- **Advance Replacement:** Infinicore arranges outbound shipment of the Replacement Product according to the purchased service level. The Customer pays return freight for the failed Product.
- **Premium Hardware Replacement Services:** Infinicore arranges outbound replacement-hardware delivery required for the approved service. The Customer pays return freight for the failed Product.
- **Dedicated On-Site Spare:** Infinicore provides replenishment according to Section 7.5. The Customer pays return freight for the failed Product replaced by the spare.

The Customer is responsible for applicable taxes, duties, import fees, brokerage fees, permits, and other governmental charges for international shipments unless expressly included in the applicable quotation or order.

### 8.11 RMA Validity

An RMA is valid for thirty (30) calendar days from issuance unless Infinicore states otherwise. Equipment received after expiration may require issuance of a new RMA.

## 9. Limited / Usage-Based SSD Warranty

SSDs supplied in Infinicore products are warranted against defects in materials and workmanship under normal operating conditions until the earlier of:

1. expiration of the applicable Product warranty period; or
2. exhaustion of the SSD manufacturer's rated endurance or remaining-life indicator.

Normal endurance consumption is not a hardware defect.

## 10. Warranty and Service Exclusions

Warranty, support, and hardware-replacement obligations do not apply to failures caused by:

1. modification, repair, or servicing by unauthorized persons;
2. installation, operation, repair, or maintenance inconsistent with Infinicore documentation;
3. unreasonable physical or electrical stress, misuse, neglect, accident, abuse, or environmental conditions outside published specifications;
4. natural disaster or other external event beyond Infinicore's reasonable control;
5. use of beta, evaluation, demonstration, or test equipment unless expressly covered in writing;
6. unsupported third-party hardware, software, optics, cables, storage, accessories, or modifications;
7. Customer network, electrical power, facility, carrier, building cabling, or environmental conditions; or
8. normal wear or consumption of components expressly subject to usage-based limitations, including SSD endurance.

## 11. Customer Responsibilities

The Customer is responsible for:

- maintaining accurate Product, serial-number, contact, and Covered Site information;
- providing reasonable remote troubleshooting cooperation;



- maintaining current Product configuration backups;
- maintaining site access and required security authorization;
- providing safe rack, power, grounding, cooling, cabling, and working conditions;
- identifying special-access, lifting, security, or safety requirements before dispatch;
- backing up and protecting Customer data;
- complying with applicable import/export requirements for returned equipment; and
- returning failed or defective equipment within the required period and paying the applicable return freight.

Failure to satisfy a Customer dependency necessary for delivery of a service may pause the applicable service clock until the dependency is resolved.

## 12. Service Objectives and Contractual SLAs

Response, dispatch, delivery, arrival, replenishment, and repair periods stated in this Policy are Service Objectives unless an applicable quotation, order, or support agreement expressly identifies a specified objective as a contractual SLA.

A four-hour Service Objective may be converted to a contractual SLA only after Infinicore has approved:

- the Covered Product;
- the Covered Site;
- geographic and Field Engineer availability where applicable;
- the required replacement-hardware and logistics arrangement;
- site-access and equipment-handling requirements; and
- other applicable service prerequisites.

A Customer-specific contractual SLA must identify the covered milestone and any applicable remedy.

Unless expressly stated otherwise, a Service Objective or SLA does not constitute a guaranteed time to incident resolution or production-service restoration and does not create service credits, liquidated damages, penalties, or other monetary remedies.

## 13. Hardware Return Procedure

To request an RMA:

- contact the authorized reseller from whom the Covered Product was purchased; or
- contact Infinicore Technical Support using the current support contact information published at <https://www.infinicoreinc.com/support.html>.

Do not ship equipment until an RMA number has been issued.

The RMA number must be clearly displayed on the external shipping label or otherwise identified as instructed by Infinicore. Infinicore reserves the right to refuse receipt of returned equipment that does not have a valid RMA authorization.



#### **14. Document Precedence and Policy Changes**

The applicable Infinicore quotation, accepted order, or signed support agreement identifies the Customer's purchased services and controls over this Policy to the extent of an express conflict.

Infinicore may revise this Policy for future purchases or renewals. A revision will not reduce a service entitlement already purchased for its committed term unless otherwise agreed by the Customer and Infinicore.