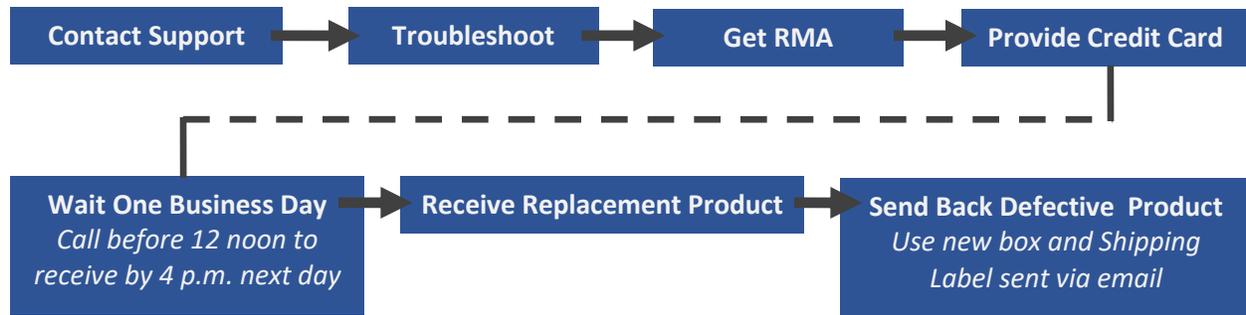


## Primera Two Year Extended + Hot Swap Terms of Coverage

When you buy Extended Warranty + Hot Swap coverage you buy speed. If your equipment fails within the first two years of ownership, we will send you a replacement product so you do not have to wait for a repair. We will make our best effort to provide you with a replacement unit by the next business day if you call before 12:00 PM Central Time.

### **Here is how it works:**

1. Call Primera's Technical Support Department at **1-763-475-6669** or Chat with us by visiting our website and clicking the Chat icon in the lower right corner.
2. If Primera Tech Support can not resolve your issue and determines that factory service is necessary, tell them you have a hot swap warranty.
3. After verifying your purchase of the hot swap option we will ship you a replacement unit via Fed Ex Overnight by 4 p.m. next day\* (Available for Primera USA customers only). Keep your original order number which contains your Extended Warranty + Hot Swap purchase. This will help the tech support agent quick verify your coverage.
4. In order to ship out your replacement unit, we will need to authorize \$1,000 on a major credit card. Authorization does not charge anything to your card. Instead it reserves this amount on your card and reduces the total available balance. Once the defective unit is returned to Primera, the authorization is removed. You will receive an email with a link to provide your credit card number.
5. Primera will send an RMA document for returning the defective unit. We will also send packing instructions. The replacement unit is yours to keep. We will not be returning your original unit to you once it has been repaired.
6. You will be sent a shipping label to return your defective unit. Use the box from the replacement unit to ship back the defect.



### **Important Notes:**

To purchase a Hot swap warranty, you must have purchased the equipment within 30 days. Purchasing the hotswap will extend the warranty and add Hot Swap coverage two years from the original purchase date of the equipment (Not from the Hot Swap purchase date) Hot swap coverage converts your factory or extended warranty to an automatic exchange which by-passes the repair process. \*Canadian and other international customers will not receive the replacement product via overnight shipping and will not receive and return shipping label.

Replacement units will be factory refurbished or new at the discretion of Primera.

Two Year Extend Warranty + Hotswap is not available for equipment originally purchased as a refurbished/remanufactured.