

# SteelFin Return Shipment and Damage Policy

*Version 1.3 (effective 10/01/17)*

*Distribution: Public*

Any end-user, integrator, distributor, customer, technician, or third party (Customer) who conveys a SteelFin hardware product (Product) to IPConfigure (Manufacturer) for replacement, refurbishment, return, in- or out-of-warranty repair, or other service (Service) is responsible for the condition of the hardware until it is physically received by Manufacturer.

**Proper packaging is critical to insure that your SteelFin hardware product arrives back to Manufacturer without damage. Please see Addendum 1 for SteelFin recommended packaging practices, and examples of SteelFin servers damaged prior to receipt by Manufacturer due to improper packaging.**

If Manufacturer determines that a Product received for Service has experienced damage prior to being received by Manufacturer, the following are the exclusive available remedies:

1. Manufacturer will return the Product to the Customer, who may then seek reimbursement for damages from the carrier used to ship the Product. Manufacturer will not seek reimbursement for damages on the Customer's behalf. Any remaining SteelFin warranty coverage for the Product will be void under the terms of the SteelFin Warranty Agreement.
2. Alternatively, for Products in Warranty at the time of receipt for Service by Manufacturer, Manufacturer will repair, under the "in-warranty" provisions of the SteelFin Warranty Agreement, defects reported or proven to exist prior to shipment and not the result of damage. Any remaining damage or defects in Product, as determined by Manufacturer, will be repaired at the Customer's expense under the "out-of-warranty" provisions of the SteelFin Warranty Agreement, after which Manufacturer will recertify the Product and the remaining term of the SteelFin Warranty, if any, will remain intact and unchanged.

**IMPORTANT:** If a Product is damaged prior to receipt for Service by Manufacturer, anything other than complete repair by Manufacturer and recertification by Manufacturer of the Product will void the Product's remaining SteelFin Warranty term. IPConfigure reserves the right to make the determination that a server is damaged beyond economical repair; in such situation, the warranty is void and the affected server will be repackaged and returned to the sender.

## **Addendum 1: Packaging Recommendations**

The following recommendations represent the minimum level of packaging advised by SteelFin for shipping SteelFin products. SteelFin does not warrant that the following methods are sufficient in all circumstances or for all shipping services and carriers.

### **Minimum requirements:**

1. Use a new, double-walled box that is at least three inches larger than your SteelFin product in all dimensions.
2. Center and fully immobilize the SteelFin product inside the box using dense foam or expanding foam such as Sealed Air Instapak Quick®. Padding types such as bubble wrap, air bags, and kraft paper are not sufficient.
3. For servers other than rack-mountable servers, remove all hot-swappable hard drives from the server chassis and package them separately.

Consult the FedEx packaging guidelines for Computer Shipments for additional guidelines:

[http://www.fedex.com/lacpdf/HowToPack\\_LAC\\_ENG.pdf#page=19](http://www.fedex.com/lacpdf/HowToPack_LAC_ENG.pdf#page=19)

### **Shipment Methods:**

- IPConfigure recommends that all 3U, 4U, and larger form factor servers ship via freight servers on a pallet.
- IPConfigure recommends that all other servers ship via Ground service. Servers shipped via air service incur rougher handling and are more likely to be damaged in transit.

## Improper Packaging Examples



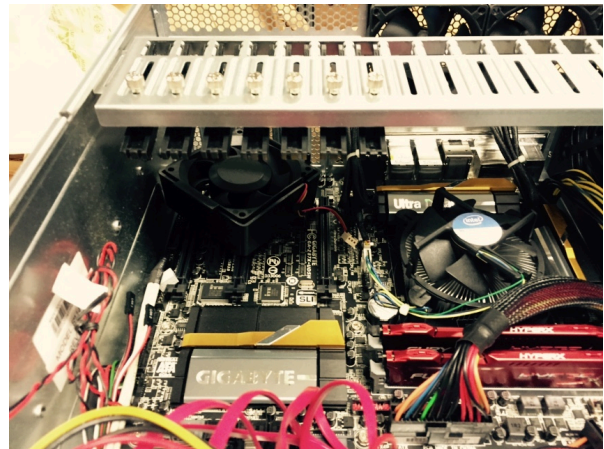
*Server shipped in used single-wall box with insufficient padding (kraft paper, bubble wrap)*



*Server damage (bent case)*



*Server shipped in used single-wall box with insufficient padding (air bags)*



*Server damage (dislodged internal components)*



*Server shipped in single-wall box with  
NO padding*



*Case dented, face plate damaged,  
and server feet broken off*