

# The Upgrade Group Warranty Information

## *Limited Warranty:*

The Upgrade Group, Inc. (TUG) warrants that any product h it sells is free from defect in workmanship and material under normal and understood use. In the case that products sold were not manufactured by TUG, the warranty adopted by TUG from the manufacturer shall be passed on to the Buyer and shall supersede all other warranties, unless otherwise documented on the invoice by TUG. No warranty by TUG shall apply to any product which has been modified or altered without the express authorization of TUG. Warranty also shall not apply to product altered or damaged do to misuse, neglect, or accident. TUG shall hold sole option in deciding the repair or replacement of product on an exchange basis only. Warranty applies only to the product sold by TUG and shall not apply to any costs accrued by Buyer as to any special, incidental, consequential, or punitive damages arising from breach of warranty.

## *Duration of Warranty:*

Lifetime Warranty- The following TUG products are covered by a Lifetime Warranty:

- TUG Memory Solutions
- TUG OEM/Approved Networking Memory Solutions
- TUG OEM/Approved GBIC Solutions
- TUG Distributed Manufacturer Original GBIC Solutions
- TUG Cable Solutions

Three Year Warranty- The following products are covered by a Three Year Warranty:

- TUG Notebook Subsystem Storage Solutions
- TUG Desktop Subsystem Storage Solutions
- TUG Server Subsystem Storage Solutions

Manufacturer Warranty- TUG passes the warranty of this manufacturer on to the reseller and/or end user. The following products vary in warranty depending on the length and terms of warranty as defined by the original manufacturer:

- Kingston
- Kingston StorCase

## *Warranty Claim Procedures and Requirements:*

To obtain warranty service, product may be returned, freight prepaid and insured, to the authorized TUG dealer or distributor from which the TUG product was purchased. Returns must include product identification information, including TUG part number and serial number (if applicable) with a detailed description of the problem being experienced.

Return Merchandise Authorization (RMA)- Any product which needs to be returned for Replacement or Credit first needs approval from TUG RMA Department. Approval cannot be given by your sales representative. Please have your name, company name, address, phone number, TUG part number, and the original invoice number. You will then be given an RMA number. The RMA number must be written clearly on the outside of the box.

Credit will only be given on product returned within 30 days of the original purchase date unless otherwise documented on the invoice. Product received after 30 days will be either replaced or repaired at TUG's discretion. Any product that is ordered incorrectly by the customer is subject to a restock fee.

For product sent back for Replacement, new parts will be sent within a reasonable time of receipt of returned parts. If replacement is urgent, a Cross Ship can be requested, at which time a credit card or new Purchase Order number is required and a new sale will be created. The new invoice will be credited when returned parts are received and credited.

Please contact TUG Customer Service Department for further clarification at 800-718-7888.

**The Upgrade Group**  
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