



Guidelines for Acceptable Branded Drives for Warranty Redemption

Disclaimer: This information is a general guideline only; the final decision will be made at HGST's discretion based on the visual and mechanical inspection.

HGST's warranty does not cover the following:

1. Drives with an indication that they have been altered.
2. Drives in poor physical condition.
3. Drives which are inappropriately packaged.

Examples of modified drives, drives in poor physical condition or inappropriately packaged

A. HGST Label Condition

- i. [HGST added post manufacturing labels.](#)
- ii. [Missing, damaged or other tampering on labels such that vital information cannot be read or scanned.](#)
- iii. [Broken security seal.](#)

B. Physical Condition

- i. [Cracks, deep dents, crushed, corner dents or bent rails.](#)
- ii. [Heavy abrasions and deep scratches.](#)
- iii. [Tool marks on sealed edge or locking mechanism and other signs of tampering.](#)
- iv. [Badly bent or broken connector/pins.](#)
- v. [Missing HDD module in G-Tech multi bay Raid units or other parts of the drive.](#)
- vi. [Missing screws, broken or damaged screws or damaged screw holes.](#)
- vii. [Permanent ink writing or markings on the drive.](#)
- viii. [Non HGST labels covering HGST vital information such as all bar codes, part number, serial number and other ids, agency markings and warnings.](#)
- ix. [Non HGST labels not easily removed located in non-critical areas may not be accepted. To avoid dispute, all non HGST labels should be removed along with excessive adhesive.](#)
- x. [Foreign material on drive \(e.g. corrosion, excessive adhesive, major contamination\).](#)

Note: All original accessories (cables, power adapters, etc.), with the exception of software and manuals, must be returned along with the external enclosure. Failure to comply may result in your RMA not being accepted.

C. Packaging Condition

- i. [Acceptable - All drives should be individually packed with foam padding or at least 2 inches of bubble wrap. If shipping multiple drives, each drive should be individually packed as per above and over-packed in a carton. Use original single pack when possible.](#)
- ii. [Not Acceptable - Insufficient padding such that drives move within the package/box.](#)

Note: For more information on packaging please refer to our website hgst.com, or for G-Technology Products, www.g-technology.com.

A.i. HGST Label Condition

HGST added post manufacturing labels

Acceptable

Touro



(Touro Mobile Pro, Touro Desk Pro, Touro Desk Base)

Life Studio



Reno Base Desktop



G-Technology



(G-DRIVE Slim, G-DRIVE Mobile, G-DRIVE mini, G-DRIVE)



(G-RAID, G-RAID mini, G-RAID with Thunderbolt)



(G-SAFE)



(G-SPEED eS PRO)

A.ii. HGST Label Condition

Missing, damaged or other tampering on labels such that vital information cannot be read or scanned

Acceptable

Damaged label due to normal wear and tear will be subject to further review and may not be accepted.

Label faded and information not readable



Barcode faded but can be scanned



Torn label but information readable



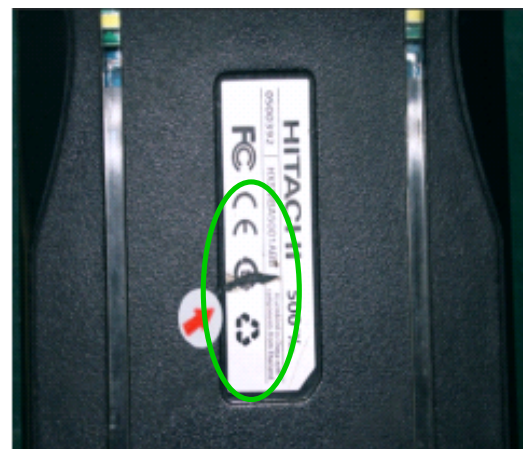
Torn label



Torn label but information readable



Torn label



Not Acceptable

Label not fully adhered to casing



Product label partially lifted



Missing labels



Damaged labels not due to normal wear and tear



Missing Serial number



Non HGST label difficult to remove.



Relocated Name Plate label



A.iii. HGST Label Condition

Broken security seal

Not Acceptable

Missing or damaged seal

Damaged Seal



Security seal broken



B.i. Physical Condition

Cracks, deep dents, crushed, corner dents or bent rails

Not Acceptable

Dents and bent rails

Top cover dents



Corner Dents



Bent Rail



B.ii. Physical Condition

Heavy abrasions and deep scratches

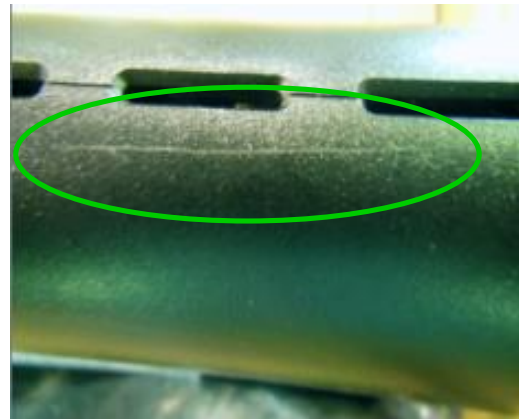
Acceptable

Scratches due to normal wear and tear





Light scratch on plastic



Light scratch on plastic



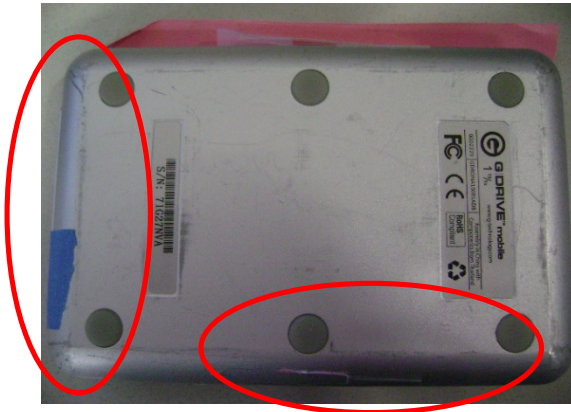
Linear heavy scratch on the bottom side



Not Acceptable

Heavy abrasions and deep scratches. Not normal wear and tear

Heavy abrasions or cracked case



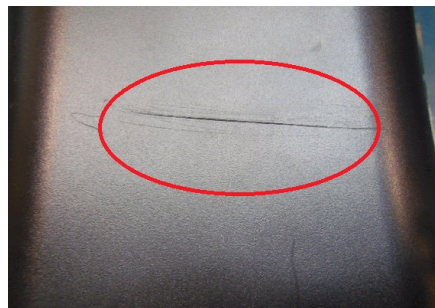
Deep scratches penetrated surface texture of plastic case.



Heavy abrasions



Deep scratches penetrated coating on metallic case.



B.iii. Physical Condition

Tool marks on sealed edge or locking mechanism and other signs of tampering.

Not Acceptable

Signs of tampering or damage not normal wear and tear

Tampered casing



Tool marks



Tampered casing



Casing Open



B.iv. Physical Condition

Badly bent or broken connector/pins.

Not Acceptable

Connector Damaged

Damaged USB connector



Damaged FW800 connector



Damaged FW800 connector



Missing connector



B.v. Physical Condition

Missing HDD module in G-Tech multi bay Raid units or other parts of the drive.

Not Acceptable

Missing parts

G-Safe: Missing drive modules



Purposeful removal of parts



B.vi. Physical Condition

Missing screws, broken or damaged screws or damaged screw holes.

Not Acceptable

Missing parts

Missing screws & security seal



B.vii. Physical Condition

Permanent ink writing or markings on the drive.

Not Acceptable

Permanent marking

B.viii. Physical Condition

Non HGST labels covering HGST vital information such as all bar codes, part number, serial number and other ids, agency markings and warnings.

Not Acceptable

Non HGST labels

Non HGST label covering vital information



B.ix. Physical Condition

Non HGST labels not easily removed, located in non critical areas may not be accepted. To avoid dispute, all non HGST labels should be removed along with excessive adhesive.

Not Acceptable

Excessive adhesive/Foreign material

Excessive adhesive



B.x. Physical Condition

Foreign material on drive (e.g. corrosion, excessive adhesive, major contamination).

Not Acceptable

Connector Corrosion/Foreign Material

Connector Corrosion



C.i. Packaging Condition

All drives should be individually packed with foam padding or at least 2 inches of bubble wrap. If shipping multiple drives, each drive should be individually packed as per above and over-packed in a carton. Use original single pack when possible.

Acceptable

Foam rubber clock packaging



Original packaging



Original packaging



Clamshell with RSVP clock packaging



Individual box packaging



Clamshell packaging



Clamshell packaging



Foam rubber clock packaging



C.ii. Packaging Condition

Insufficient padding such that drives move within the package/box.

Not Acceptable

Inappropriate packaging – no proper cushion

No cushion



Styrofoam peanuts - No proper cushion



Envelopes - No proper cushion



No proper cushion



No proper cushion



Drives not individually packed - No proper cushion



No proper cushion



Drives not individually packed - No proper cushion



Drives not individually packed - No proper cushion

