



Rackable DOA Policy

Effective July 1, 2008

Definition: Dead on Arrival (DOA) is a time sensitive nonconformance, which upon installation, fails to meet the functional requirements of the specification for which it was originally intended.

Applies to:

- Functional electronic failures (hardware or software)
- Incorrect or missing hardware preventing customer use (e.g. wrong bezels, cables, etc.)
- Rackable courier causing shipping damage to the product
- Missing Documentation preventing customer start-up

Does not apply to:

- Customer caused damage
- Defects beyond the specified time period (outlined below)
- Customer courier causing shipping damage to the product

Time Criteria:

- Within 3 days from install date, as identified by the customer
- Or, within 15 days from ship date, if install date cannot be identified by the customer

Rackable Systems strives to maintain the quality standards to minimize the occurrence of its products arriving in a non-functional state. In the event that this does not occur Rackable has the following policy to facilitate the products return to a functional state.

Warranty Customers

It is the customer's responsibility to open a case to inform Rackable that a new product has arrived and is in a non-functional state. Rackable will at its discretion, decide to either repair the product on the customer premise or request the return of the product for repair. If Rackable decides to repair the product on site, Rackable will dispatch a technician and the appropriate parts within 5 business days of the reported failure. If Rackable requests that the product be returned, Rackable will provide the appropriate product packaging, if not available, and return prepaid freight label. Rackable will then repair the failed product and return to the customer within 14 days from the date of return.

Contract Customers

The customer will inform Rackable that a new product has arrived and is in a non-functional state. Rackable will repair the product on site per the service levels agreed to within the customer's contract.
