

SERVICE DESCRIPTION

Non-Returnable Disk (NRD) Service



 **NetApp**

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This document lists the features of the NetApp® Non-Returnable Disk (NRD) Service, which is provided under the NetApp Support Services Terms.¹

The NetApp Non-Returnable Disk Service is available for purchase on the following NetApp products:

- NetApp hardware
 - During the original hardware warranty period, if applicable
 - Upon expiration of the original hardware warranty period and/or with purchase of applicable SupportEdge Offering (Extended Warranty, Standard, Premium, Basic, Advisor, Expert, Secure and Partner offerings)

Entitlement details

With the NetApp NRD Service, customers are not required to return defective disks and nonvolatile solid-state drive (SSD) and memory² components to NetApp when a replacement disk or SSD component has been sent under a parts exchange request and Return Material Authorization. The NRD Service allows customers to keep failed disks and SSD components or to dispose of the failed disks or components on their own.

Customers pay an annual charge per system³ for being released of the responsibility to return defective disks or SSD components to NetApp. The same charge applies regardless of the number of replacement disks or SSD components that customers request.

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at <https://www.netapp.com/how-to-buy/sales-terms-and-conditions/> ("NetApp Support Services terms"). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to customer.
2. If the customer has purchased the Non-Returnable Disk Service, the customer will not return defective components. Drive and memory components that are covered by the Non-Returnable Disk Service are described as requiring destruction at <http://mysupport.netapp.com/info/web/ECMP1132988.html>. For all other components, the parts must be returned as outlined in the NetApp Support Services Terms noted previously.
3. Since NetApp provides the flexibility to move shelves and disk between systems, it is the customer's responsibility to work with NetApp to ensure that the Non-Returnable Disk Service and other support entitlements are uniform for all system components and documented at the system serial number.

