



# Service Credit for Tech Refresh FAQs

## **1. What is the Service Credit process for a Tech Refresh?**

The Service Credit process for a Tech Refresh is a solution which provides credit for existing service contracts when you Trades-In a system with remaining service and purchase equivalent or better service on new equipment.

## **2. Does this process only apply to a Tech Refresh?**

Yes, this service credit process is only for a Tech Refresh.

## **3. Can you move the duration of the support contract over to the new equipment purchased as part of the Tech Refresh to extend the new support contract?**

No, NetApp does not have a mechanism in place to move the terminated duration of the service contract over to a new or existing system. The existing service plan would need to be terminated and credit will be given for the prepaid unused portion.

## **4. Can support be reinstated after a contract has been terminated?**

No, reinstatement of a terminated contract is not possible. If support is required after the termination date, a new contract would need to be purchased.

## **5. When can you expect your service credit?**

You must provide the date you wish to terminate service. Typically this would be delivery date plus a little time for data migration, if necessary. NetApp will terminate support on the date provided and the service credit will route through the process which typically takes 10 to 14 business days to generate.

## **6. Is the service credit tied to the return date of the old equipment?**

This is one of the strong advantages of this program. The date of termination is not tied to the SRA (Sales Return Authorization) receipt of the old equipment. While you would typically time your request for credit with the decommissioning date of the old equipment, this is not mandatory and you have flexibility. The obligation to return the equipment as part of the Trade In or Tech Refresh program is unchanged.

## **7. Will quotes with service credits for Tech Refresh have an expiration date?**

Yes, there is an expiration date on the service credit quotes for a Tech Refresh. You only have until the end of the support contract to obtain a service credit. The amount of service credit available will diminish over time. The value of the service credit is based upon the termination date and the end date of the contract.

## **8. Is the service credit only available to the party who purchased the original service contract?**

Yes, the service credit must be generated to the party who purchased the original service contract. In other words, only the original Bill-To customer can authorize and receive the service credit. If the Tech Refresh goes through a different partner, that partner will not receive the service credit.

## **9. Can this process be used retroactively for a Tech Refresh which was submitted prior to go live?**

No. This process is effective as of June 13, 2012. Transactions prior to that date are not eligible for a service credit.

## **10. What is available for a Trade-In?**

Everything per the NetApp System and Software Trade-In and Competitive Trade-In Programs.

## **11. Who should you contact for support, additional information or for any questions specific to the service credit for Tech Refresh process?**

Please reach out to your key NetApp contact or NetApp partner.