



## SERVICE DESCRIPTION

# Non-Returnable Disk Plus Service

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

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

- NetApp hardware:
  - During the original hardware warranty period
  - Upon expiration of the original hardware warranty period, with the purchase of Extended Warranty Hardware Support or any Extended Warranty SupportEdge offering (Standard, Premium, or Secure for Government)

### Entitlement Details

With the NetApp NRD Plus Service, customers are not required to return defective disks and nonvolatile solid-state drive (SSD) and memory<sup>2</sup> components to NetApp when a replacement disk or SSD component has been sent under a parts exchange request and Return Material Authorization. The NRD Plus 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 system<sup>3</sup> 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 for the relevant geographic region, available at [www.netapp.com/us/how-to-buy/stc.html](http://www.netapp.com/us/how-to-buy/stc.html) (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 the customer.

2. If the customer has purchased the Non-Returnable Disk Plus Service, the customer will not return defective components. Drive and memory components that are covered by the Non-Returnable Disk Plus 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 NRD Plus and other support entitlements are uniform for all system components and documented at the system serial number.

