

**NetApp – Storage Products (hardware and software)****NetApp Returns Policy**

Other than as provided in NetApp's standard warranty, NetApp does not offer the ability to return products once shipped.

NetApp provides a standard warranty, as detailed in its Support Services Terms (<https://www.netapp.com/us/media/support-services-terms.pdf>)

NetApp does provide a Satisfaction Guarantee for all AFF hardware purchases. The NetApp Satisfaction Guarantee is a three-year warranty for all AFF hardware purchases. Starting from the date of delivery, in the event of any material nonconformity in the Hardware or Software initially shipped during the Warranty Period that is reproducible and verifiable, NetApp will, at its sole discretion and expense, repair or replace the Hardware, or refund the amounts received by NetApp for the non-conforming Hardware or Software. Replacement parts will be warranted for the remainder of the Hardware Warranty Period in effect for the original Hardware purchased. NetApp will repair or replace the product or provide a refund according to the terms at stated in the [General Terms \(https://www.netapp.com/us/how-to-buy/stc.aspx\)](https://www.netapp.com/us/how-to-buy/stc.aspx). NetApp reserves the right to change any products, or terminate this program described herein at any time, and without notice.