Seagate
We turn on ideas

PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

CONTENTS:

PURCHASING PACKAGING:

In event you do not currently retain any of the suggested packaging in this document there are options to purchase packaging provided below.

Seagate does not sell packaging materials separate from our products, neither does Seagate authorize nor recommend any specific thirty party vendor's packaging materials or services. The company that provides packaging materials is:

Reflex Packaging, Inc.

http://www.reflexpackaging.com/index.php?option=com_content&view=article&id=103&Itemid=110

Packaging vendor(s) mentioned in this message is(are) independent of Seagate Technology LLC; Seagate makes no warranty, implied or otherwise, regarding the performance or reliability of these companies or their products. This information is provided, as is, solely for your information. To obtain product specifications and warranty information, please contact the respective vendor directly.

SEAGATE RETURN PACKING AND SHIPPING INFORMATION:

Caution: Your original drive will NOT be returned. All data and software will be lost. The replacement drive will be low-level formatted. If you need data on the drive and do not have a backup copy, you may want to consider data recovery services before sending the drive to Seagate for replacement.

THE SEAGATE RMA (RETURN MATERIAL AUTHORIZATION)/RETURN ORDER NUMBER ISSUED IS FOR THE RETURN OF **SEAGATE DEFECTIVE WARRANTY PRODUCT ONLY**.

WITHOUT PRIOR APPROVAL, SEAGATE MAY CONSIDER USE OF THIS RMA/RETURN ORDER NUMBER TO RETURN NON-DEFECTIVE PRODUCT AS FRAUD.

-Please do not combine Seagate products with **Maxtor products** into a single RMA/Return Order request.
-Please do not combine Seagate products with **Maxtor products** into a single shipment.

1.) Remove accessories and spare parts, and return bare drive(s) only (*see exceptions for External & Network Storage Product returns*).
-Seagate is not responsible for accessories. Accessories cannot be returned to you.

EXTERNAL & NETWORK STORAGE PRODUCTS
DO send the power adapter along with external or network product to Seagate.
DO NOT send the interface cables, software, nor the drive stand.

CONSUMER ELECTRONICS SEAGATE HARD DISC DRIVES
S1 Series products MUST RETURN with the Jewel Case.
S1 Series packing standards.

INTERNAL SEAGATE HARD DISC DRIVES
DO NOT send these internal drive accessories to Seagate:
- ADAPTERS (note exception for External and Network Products)
- CABLES
- CONTROLLER CARDS
- LITERATURE
- MANUALS
- MOUNTING BRACKETS
- SIDE RAILS
- SOFTWARE

PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

2.) Use original packaging when possible.
  -You can find packaging supplier(s) at our Packaging Information page.
  -Enclose each drive in a SeaShell container or an ESD (electrostatic) bag. If packaging
   more then one drive, use a separate container for each drive.
  -Enclose the static-protected drive(s) in 2-inch foam rubber in a corrugated box. Multiple
   drives in a single box must have foam rubber between each drive. DO NOT USE foam
   packing pellets, bubble wrap, or newspaper.
  - Warranty is void if the Seagate cover or top cover, or any seal or label is removed or
   damaged, if it improperly packaged, or if the drive experiences shock in excess of its Gs
   rating.
  You can find more packaging details at:
  Consumers and Resellers:
  http://www.seagate.com/support/service/pdf/pack.pdf
  Partners (Direct):
  https://my.seagate.com

3.) Unless covered under contractual agreement, the following applies to all consumers
   customer returns:
  - You must pay postage charges for all shipments from you to Seagate.
  - Send your drive(s) to Seagate using the carrier of your choice. Please use a method
   with ability to trace shipment. Seagate is not responsible for shipments for which the
   carrier cannot provide proof of delivery.
  - If your product is under warranty, Seagate will pay for postage of
   repaired/replacement products from Seagate to you. You must pay all applicable
   duties and customs charges for shipments to and from Seagate.
  - Seagate is not responsible for loss or damage during transit. We suggest that you
  - Purchase freight insurance on your shipments.
  - NO COLLECT SHIPMENTS WILL BE ACCEPTED without prior authorization from
   Seagate. Shipments arriving at Seagate with charges due and payable by the
   originator.
  - You are responsible for saving or backing up data contained in any product returned
   to Seagate. SEAGATE WILL HAVE NO LIABILITY ARISING OUT OF ANY DAMAGE
   TO OR LOSS OF SUCH DATA WHILE THE PRODUCT IS IN SEAGATE'S
   POSSESSION.

! REPLACEMENT PRODUCT NOTICE

  - Your original drive will NOT be returned to you
  - Replacement products are factory-repaired units.
  - Replacements carry the greater of : original warranty balance or 90 days
  - Delivery is during normal business hours to the address you provided.
  - You (or proxy) must SIGN delivery document at the time of delivery.
  - Replacements will NOT be left without proper acceptance by signature.
  - All data and software on your returned drive(s) will be lost.
  - Replacement disc drives arrive low-level formatted.
  - Any required data recovery service must be completed BEFORE sending the drive(s) to
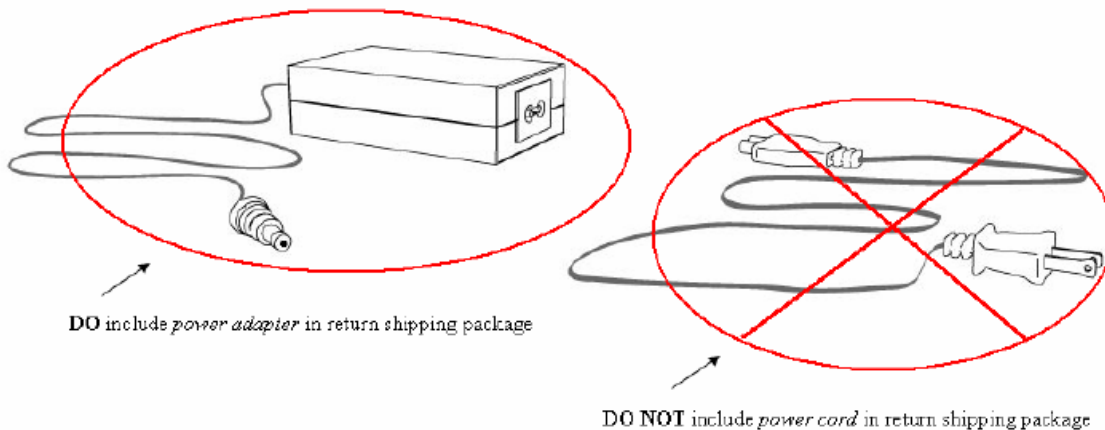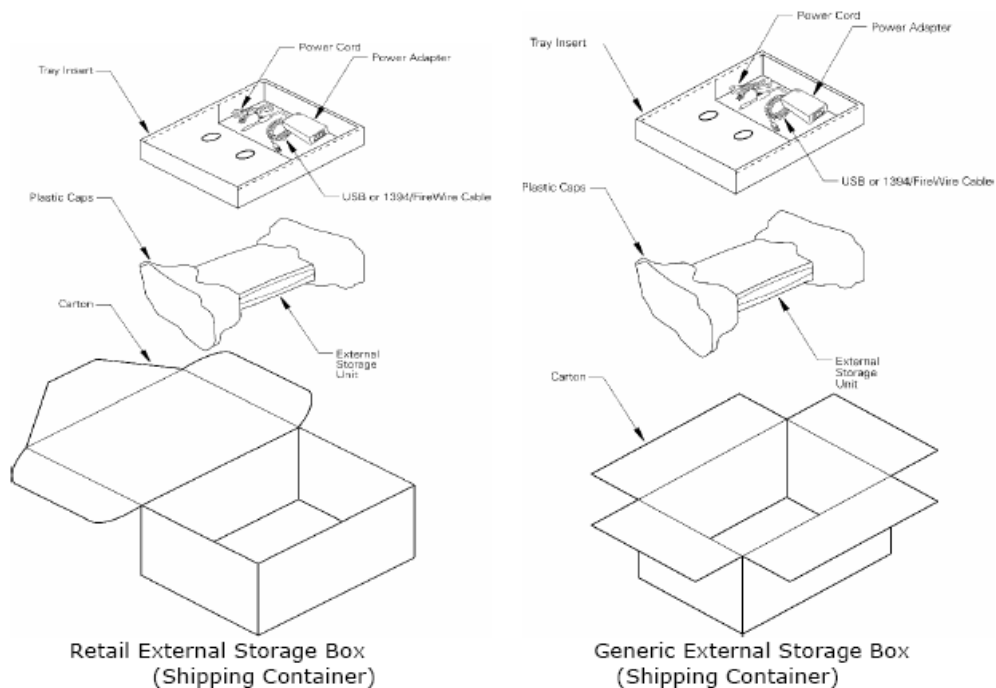   Seagate for replacement.

PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

External & Network Storage Products

Single Pack in Retail Box and Generic Shipping Box

Each External or Network Storage device must placed in an anti-static bag; similar to the silver bag the unit originally came packaged in, then placed between the plastic end caps, and placed in the shipping container.

IMPORTANT: Unlike Hard Disc Drive returns, it is important that you include the *Power Adapter* with your External or Network Storage return.

Retail External Storage Box
(Shipping Container)

Generic External Storage Box
(Shipping Container)

DO include *power adapter* in return shipping package

DO NOT include *power cord* in return shipping package

PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

<div style="background-color: yellow; text-align: center">

3.5" products in SeaShell

</div>

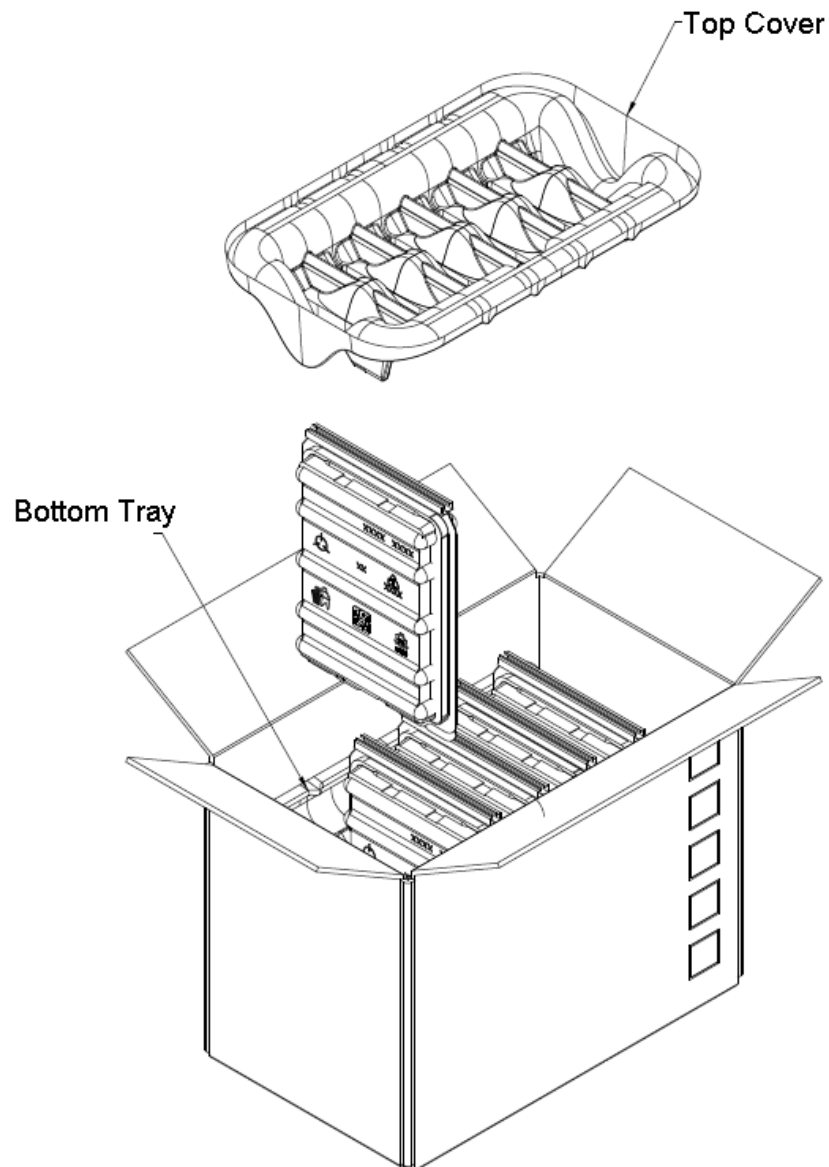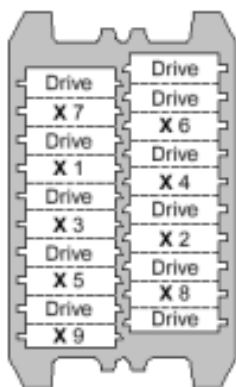**Drives must be placed in SeaShell (plastic clamshell) prior to packing in carton.**

<u>Single Pack</u>

End Caps
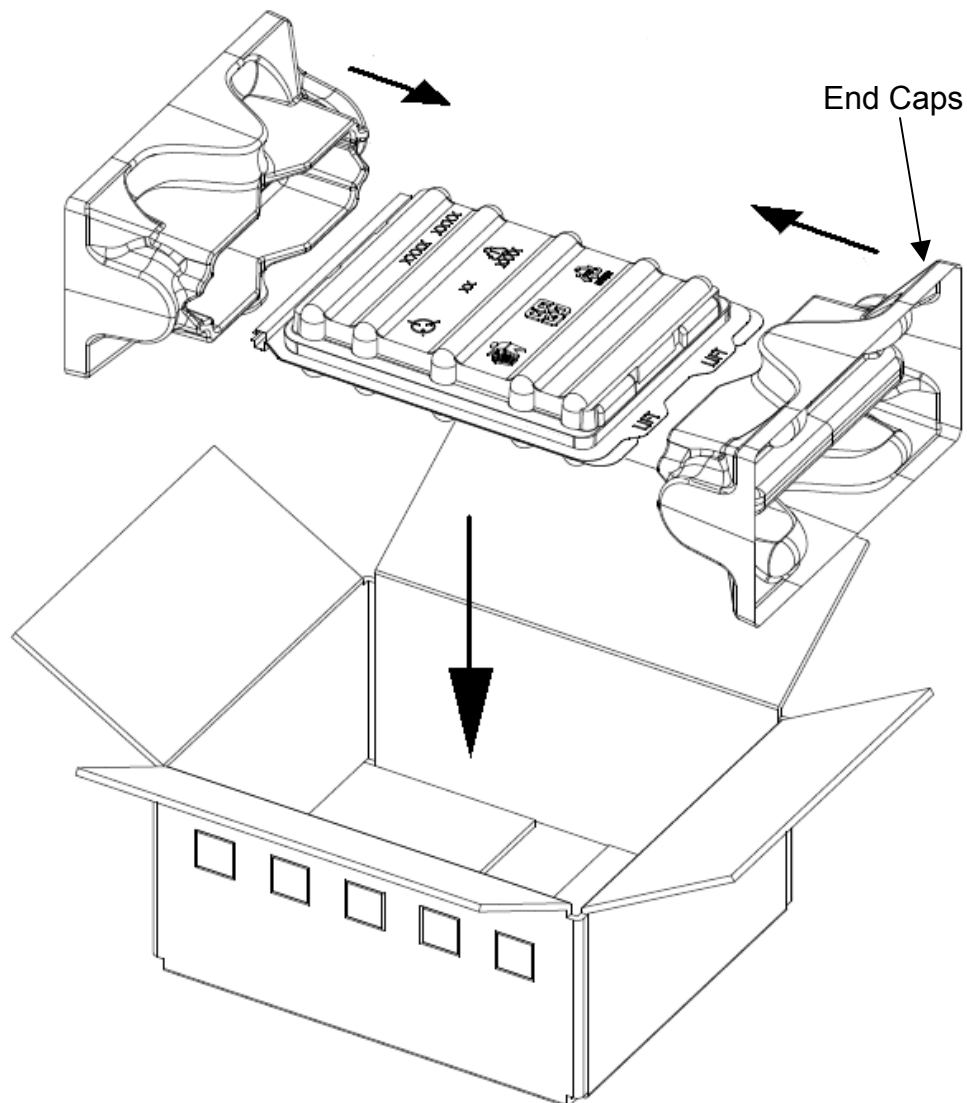
5-pack Thermoformed Plastic

PACKAGING AND SHIPPING INSTRUCTIONS
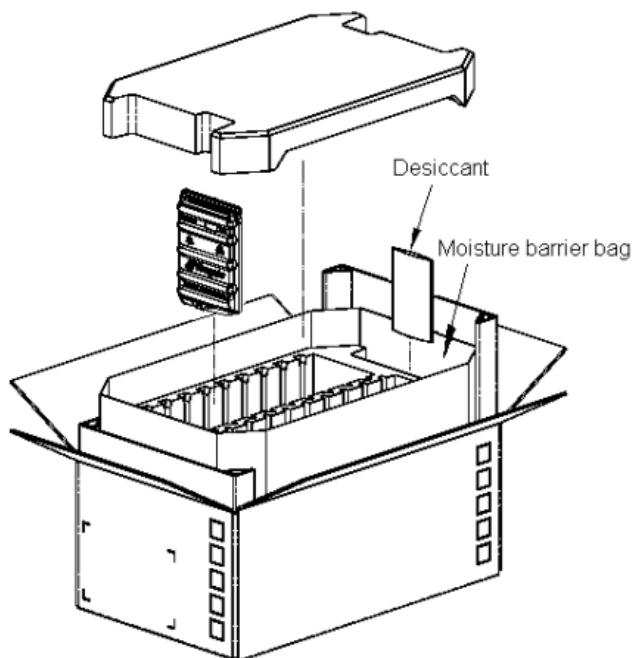# FOR SEAGATE PRODUCTS

This package is qualified to ship 11 through 20 drives per the following instructions:
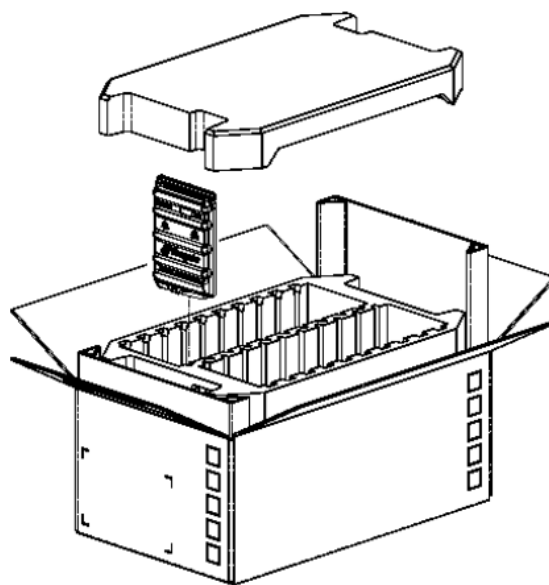
To leave one empty cell, remove drive X1; two empty cells, remove drive X1 and X2; etc.

Fillers are required to occupy the empty space. Ensure they are filled with SeaShells (plastic clamshells).

If you require additional instructions or packing material, visit our support center at www.seagate.com.

Drive X7
Drive X6
Drive X1
Drive X4
Drive X3
Drive X2
Drive X5
Drive X8
Drive X9

Desiccant

Moisture barrier bag

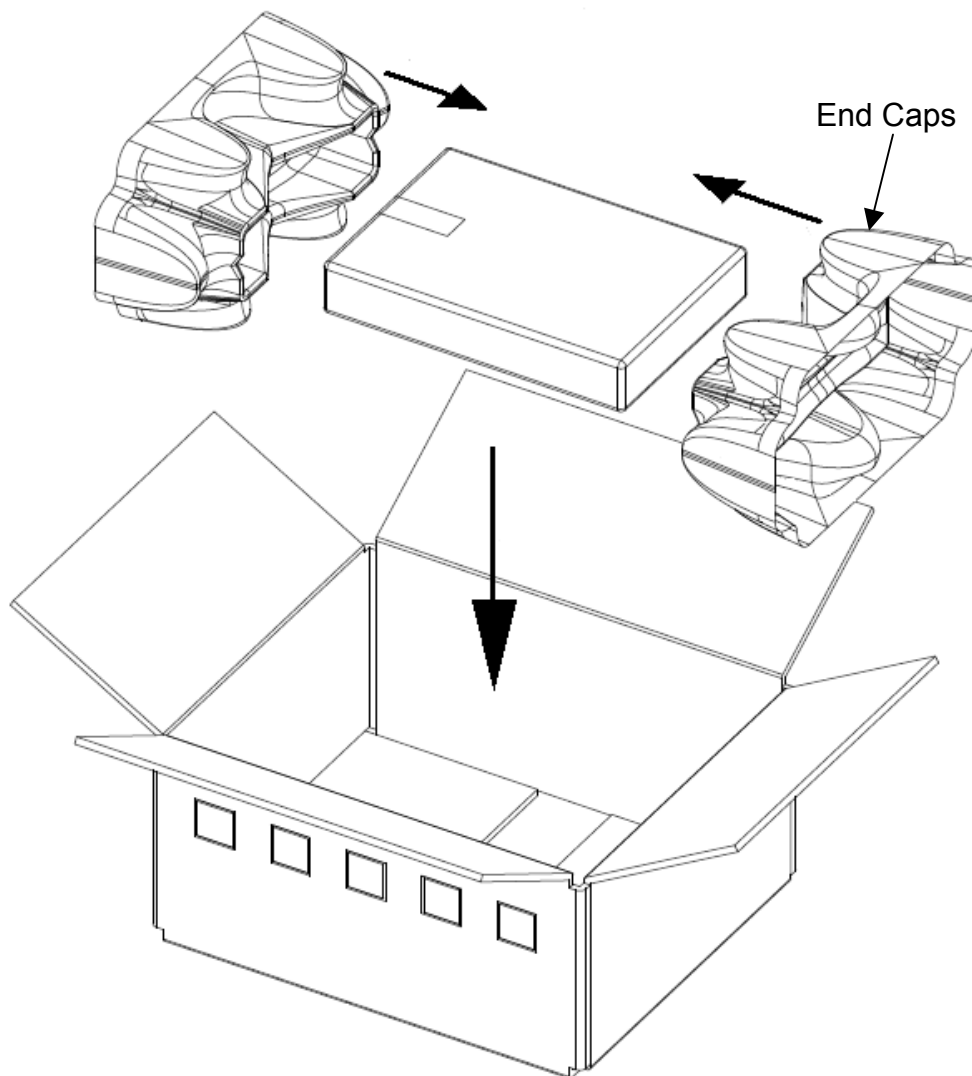**20 Pack with desiccant & moisture barrier bag**

20 Pack without desiccant & moisture barrier bag

PACKAGING AND SHIPPING INSTRUCTIONS
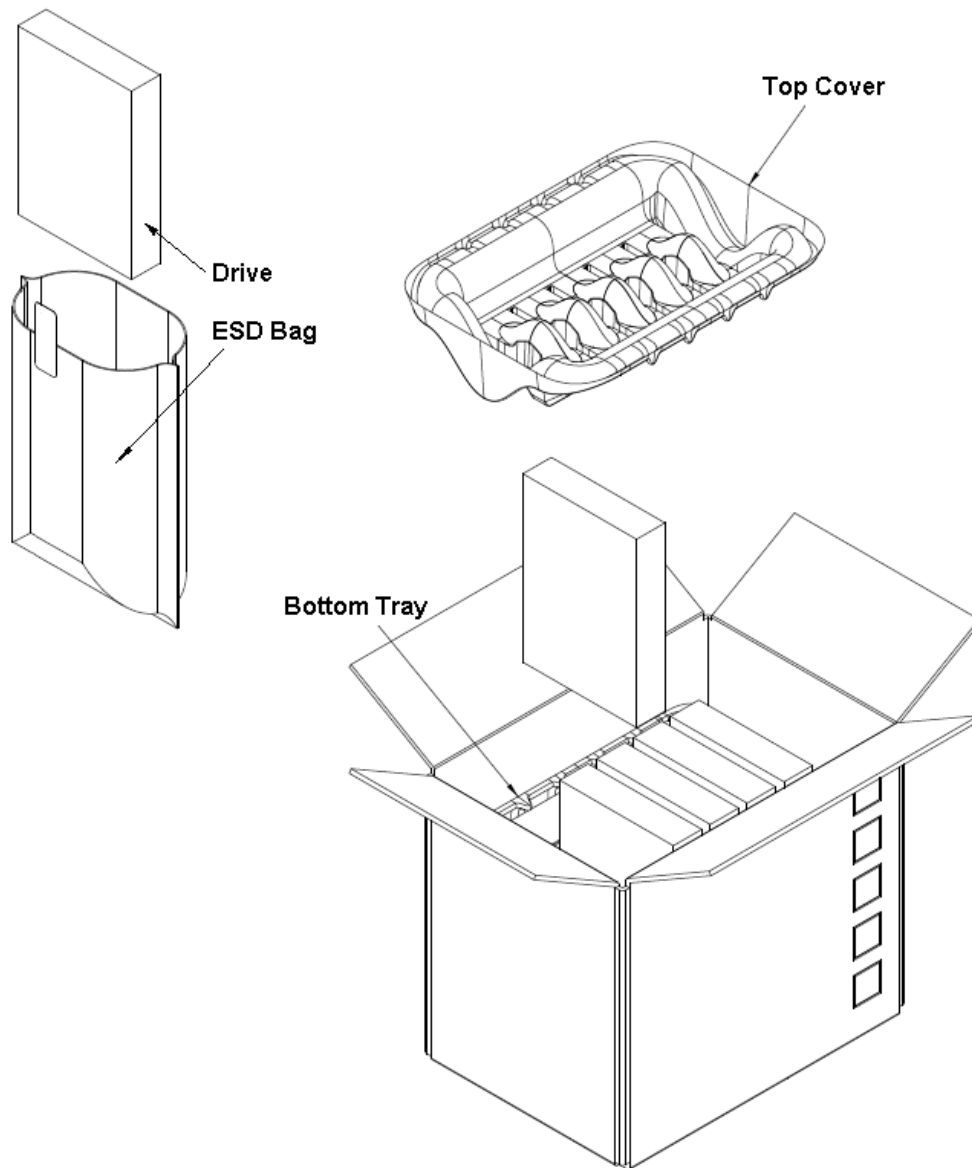**FOR SEAGATE PRODUCTS**

3.5" products in ESD bag

Single Pack Thermoformed Plastic

End Caps

5 Pack Thermoformed Plastic

Drive

ESD Bag

Top Cover

Bottom Tray

PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

20 Pack
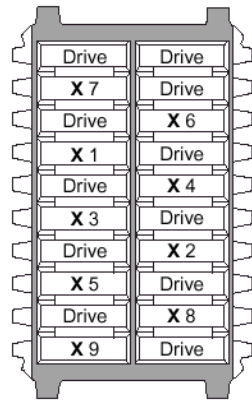
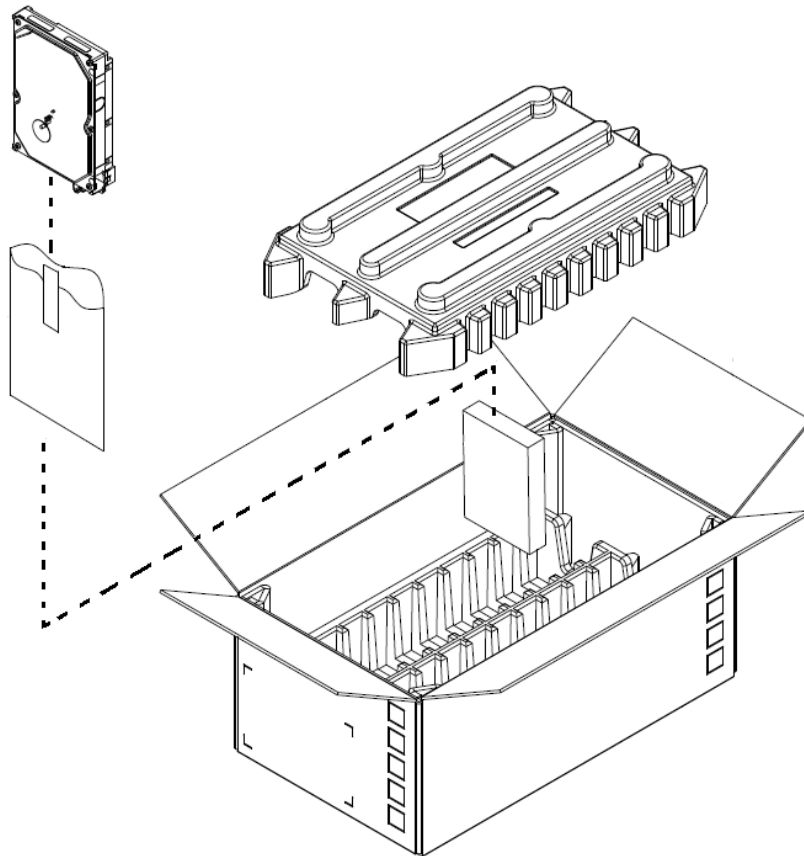|	
Drive	Drive
X 7	Drive
Drive	**X** 6
X 1	Drive
Drive	**X** 4
X 3	Drive
Drive	**X** 2
X 5	Drive
Drive	**X** 8
X 9	Drive

This package is qualified to ship 11 through 20 drives per the following instructions:

To leave one empty cell, remove drive **X** 1; two empty cells, remove drive **X** 1 and **X** 2; etc.

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PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

3.5" (20mm thick) products

25 Pack

This package is qualified to ship 11 through 25 drives per the following instructions:

To leave one empty cell, remove drive X 1; two empty cells, remove drive X 1 and X 2; etc.

If you require additional instructions or packing material, visit our support center at www.seagate.com.
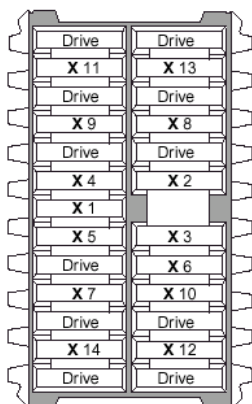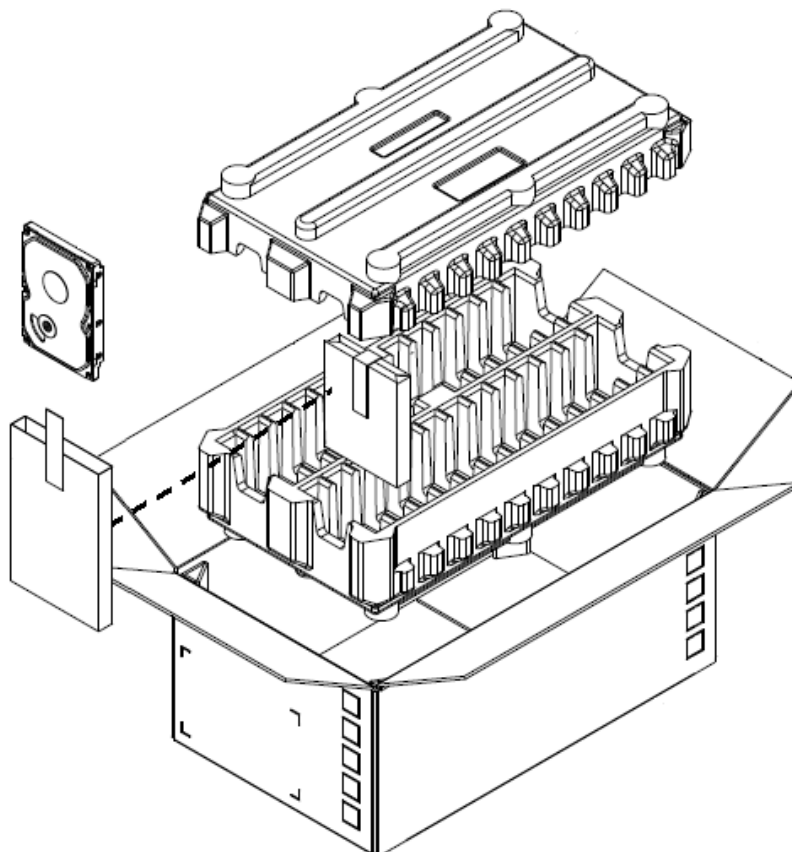
2.5" (Notebook) products

Single Pack Thermoformed Plastic

End Caps

5 Pack Thermoformed Plastic

PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

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<u>50 Pack</u>

x21	x23	x25	x27	x29
x11	x13	x15	x17	x19
x1	x3	x5	x7	x9
Drive	Drive	Drive	Drive	Drive
Drive	Drive	Drive	Drive	Drive
Drive	Drive	Drive	Drive	Drive
Drive	Drive	Drive	Drive	Drive
x10	x8	x6	x4	x2
x20	x18	x16	x14	x12
x30	x28	x26	x24	x22

This package is qualified to ship 20 through 50 drives per the following instructions:

To leave one empty cell, remove drive X1; two empty cells, remove drive X1 and X2; etc.

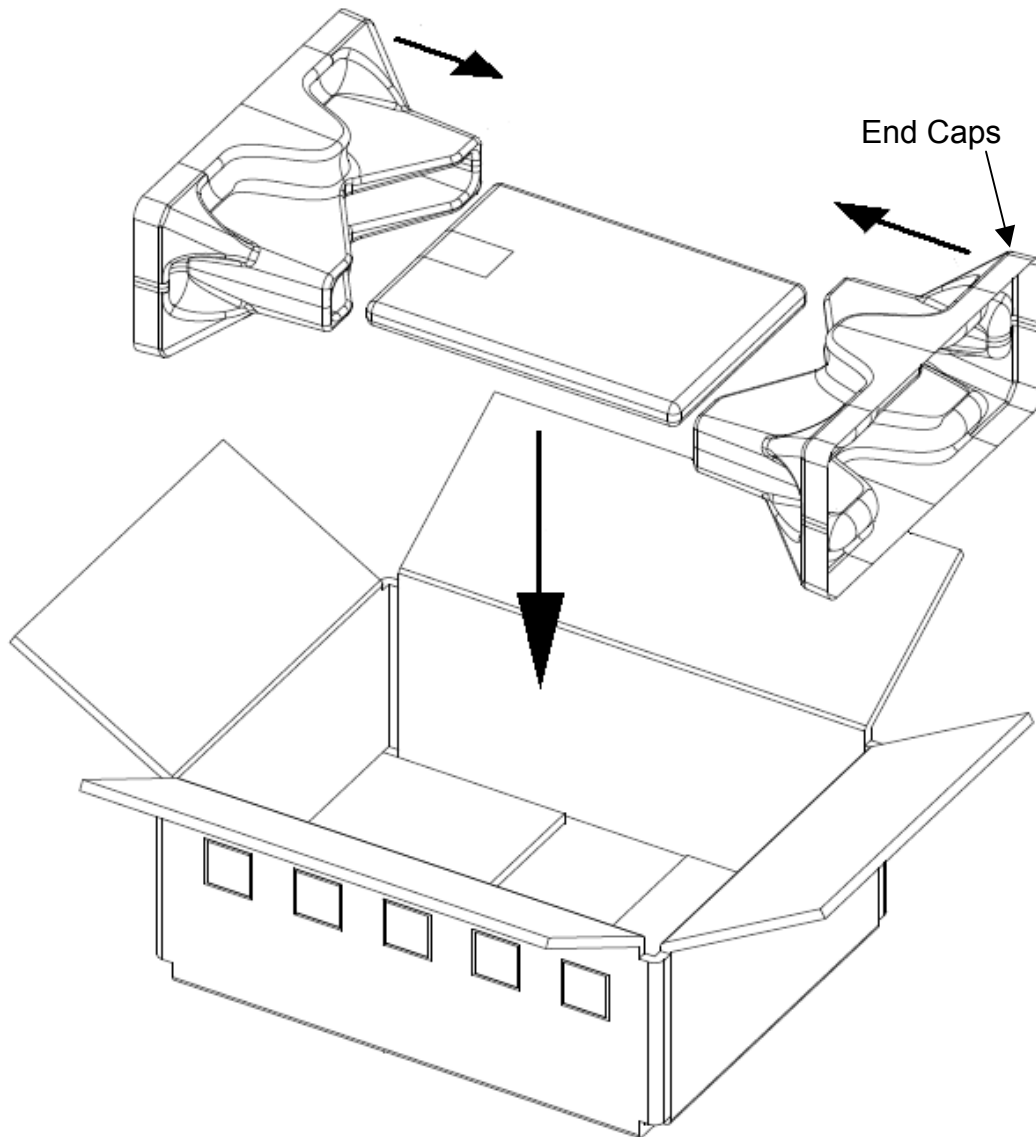If you require additional instructions or packing material, visit our support center at www.seagate.com.

AUTO-BAGGED
DRIVE

PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

2.5" (Enterprise, Savvio) products

Drives must be placed in SeaShell (plastic clamshell) prior to packing in carton.
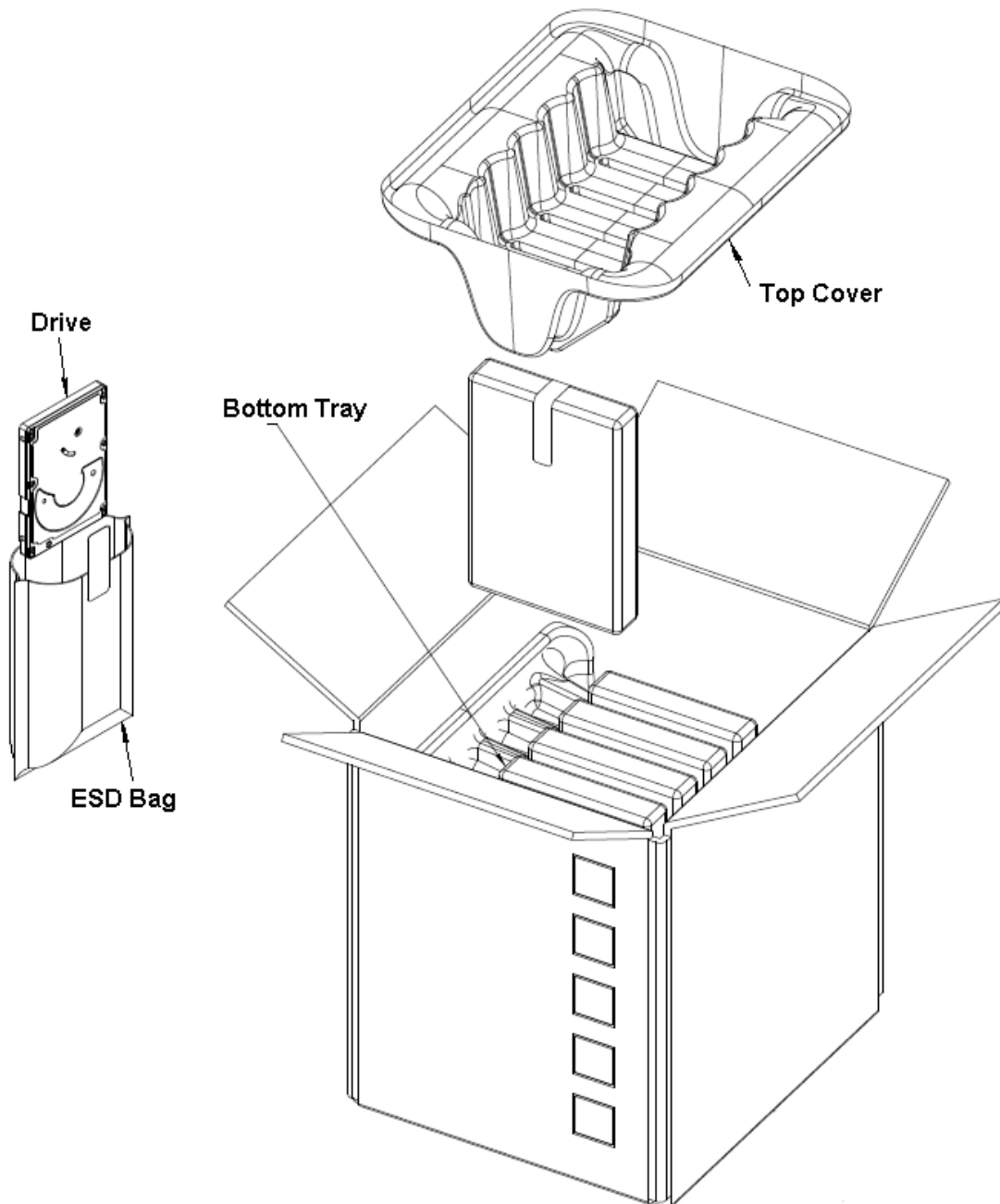
Single Pack Thermoformed Plastic

End Caps

PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS

5 Pack Thermoformed Plastic

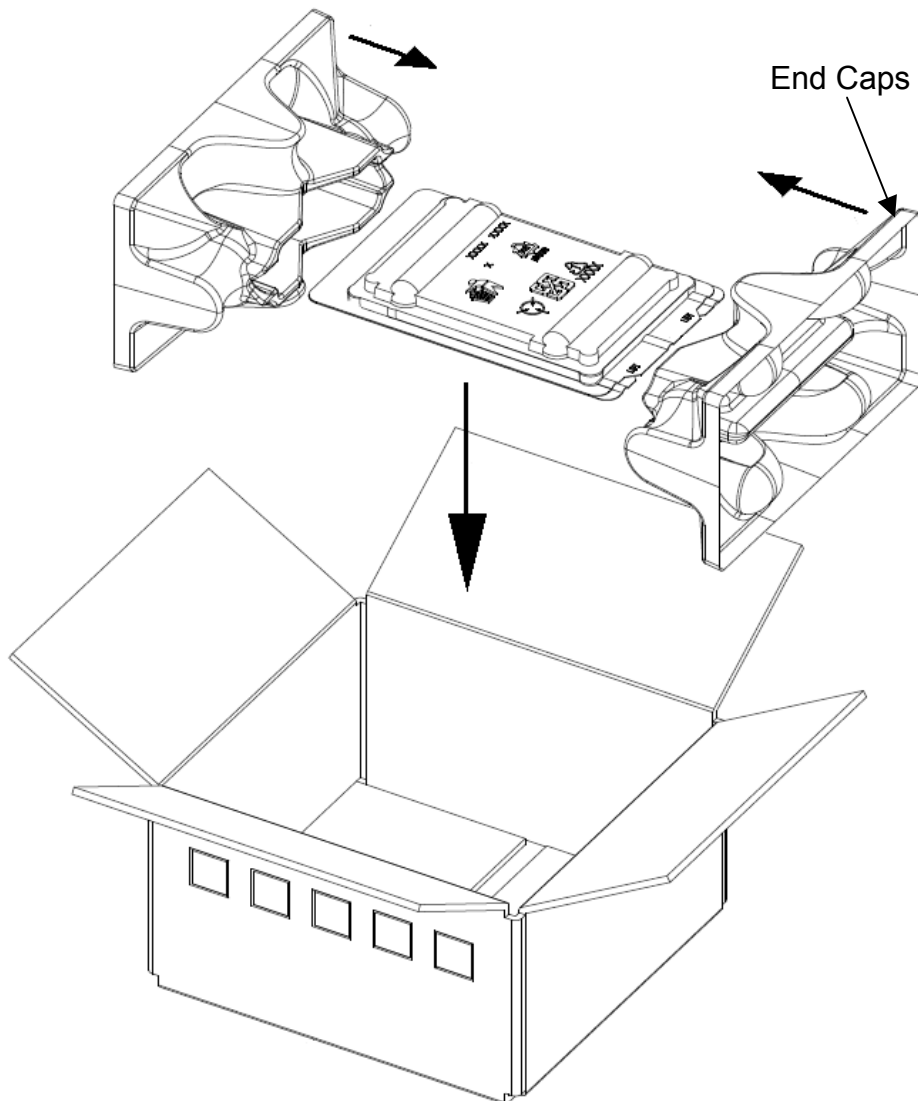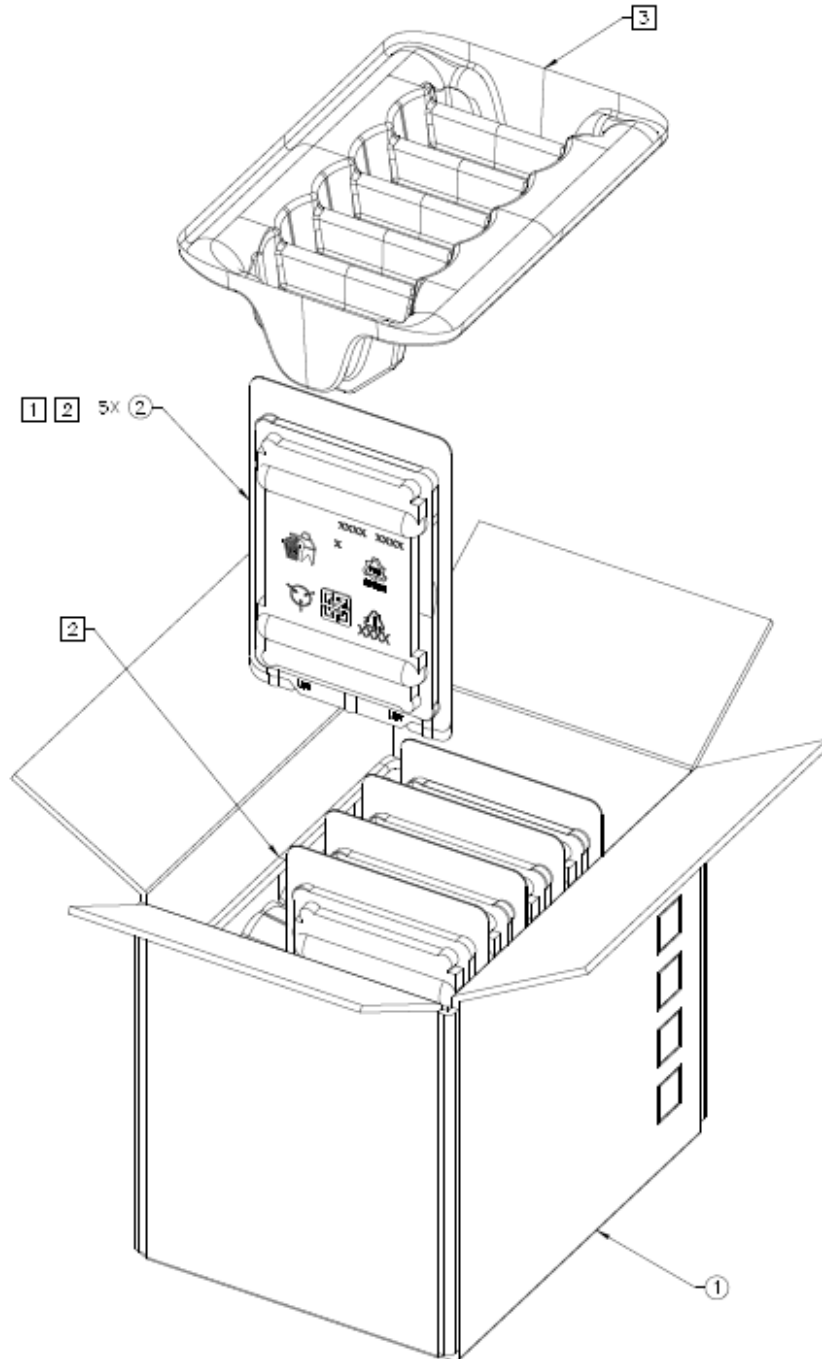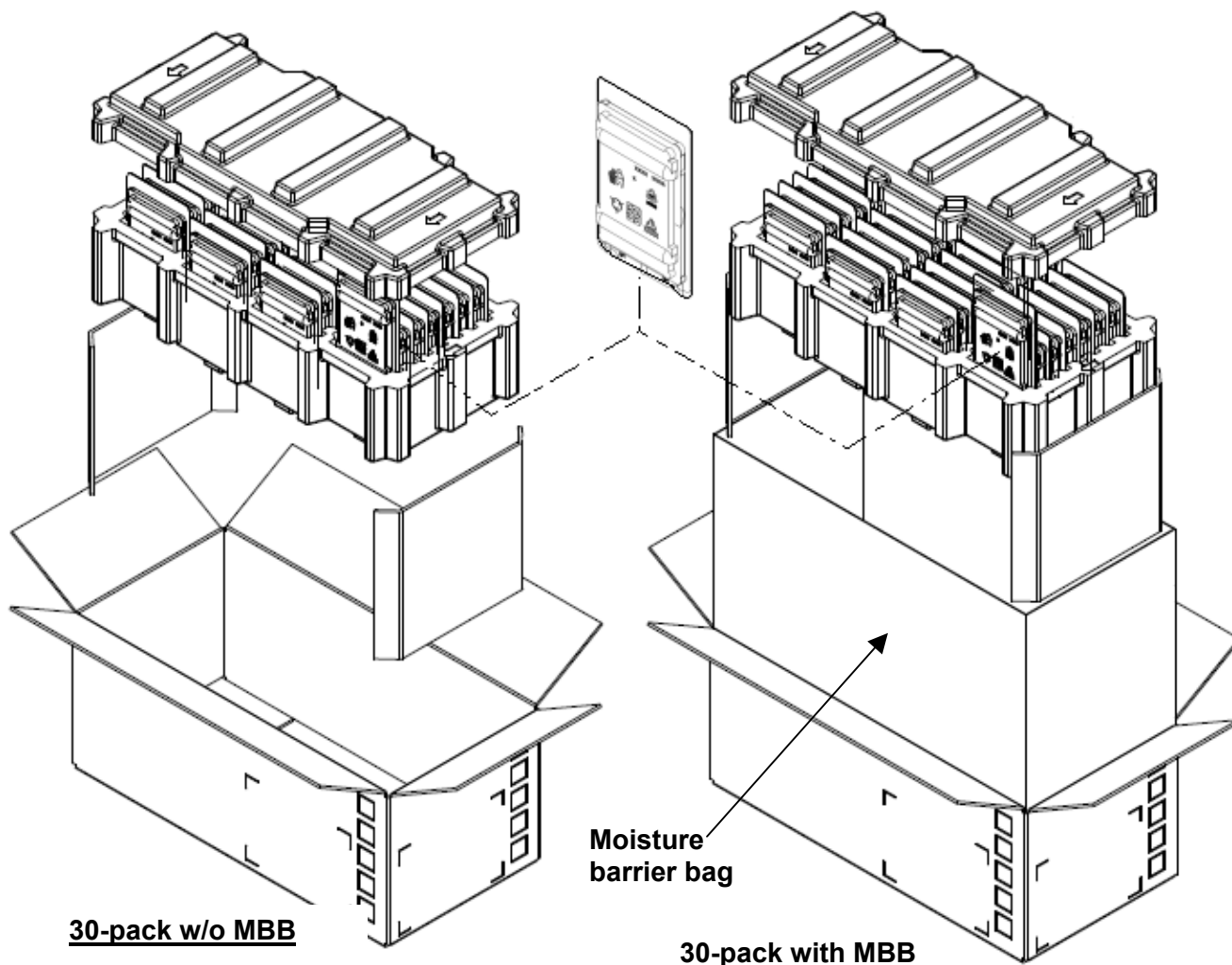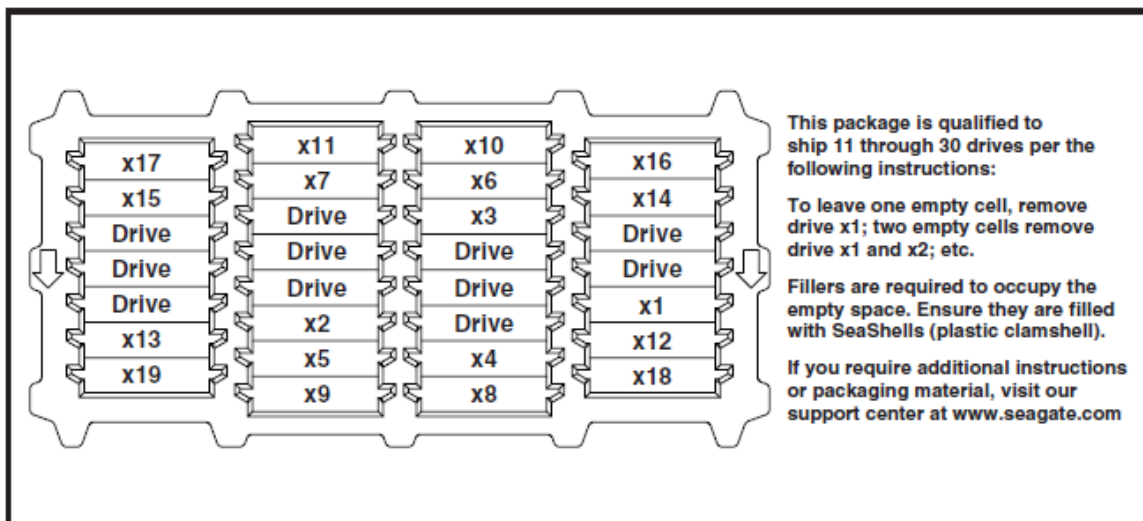# PACKAGING AND SHIPPING INSTRUCTIONS
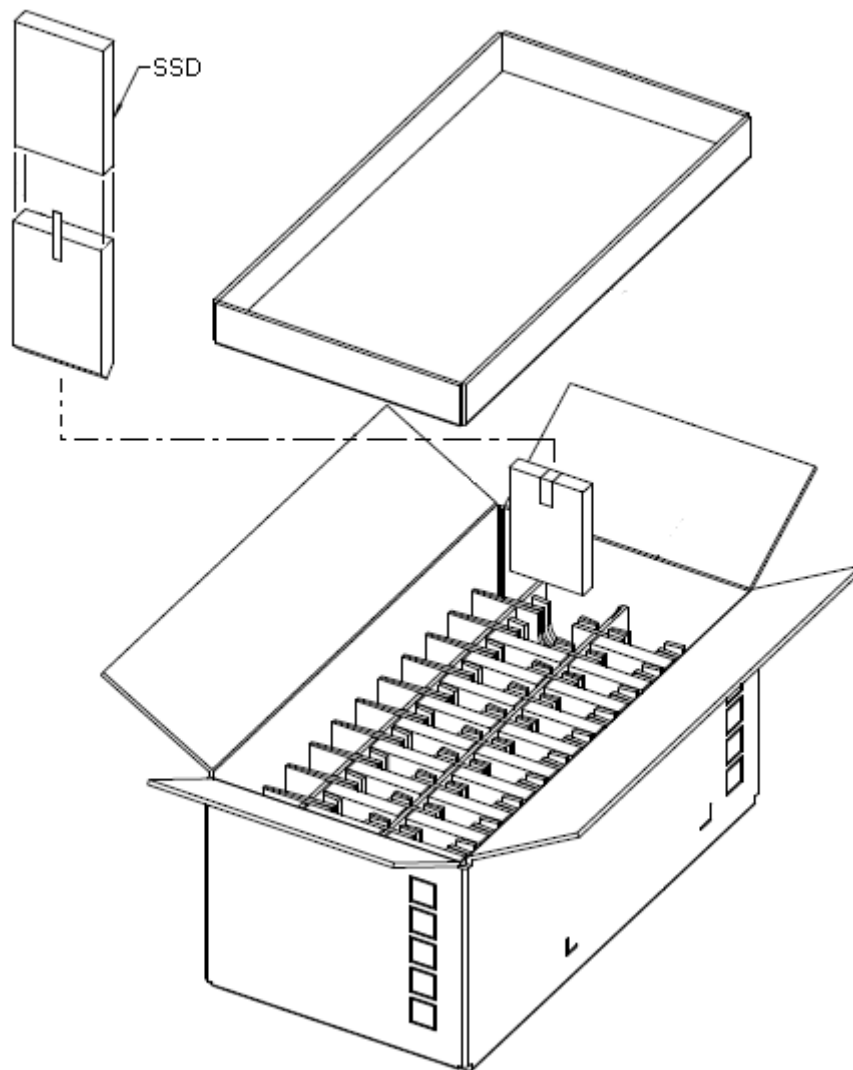# FOR SEAGATE PRODUCTS

x17		x11		x10		x16
x15		x7		x6		x14
Drive		Drive		x3		Drive
Drive		Drive		Drive		Drive
Drive		Drive		Drive		x1
x13		x2		Drive		x12
x19		x5		x4		x18
		x9		x8		

This package is qualified to ship 11 through 30 drives per the following instructions:

To leave one empty cell, remove drive x1; two empty cells remove drive x1 and x2; etc.

Fillers are required to occupy the empty space. Ensure they are filled with SeaShells (plastic clamshell).

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Moisture barrier bag

30-pack w/o MBB

30-pack with MBB

![Seagate logo](We turn on ideas)

**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

1.8" SSD products

20 Pack

2.5" SSD products

20 Pack
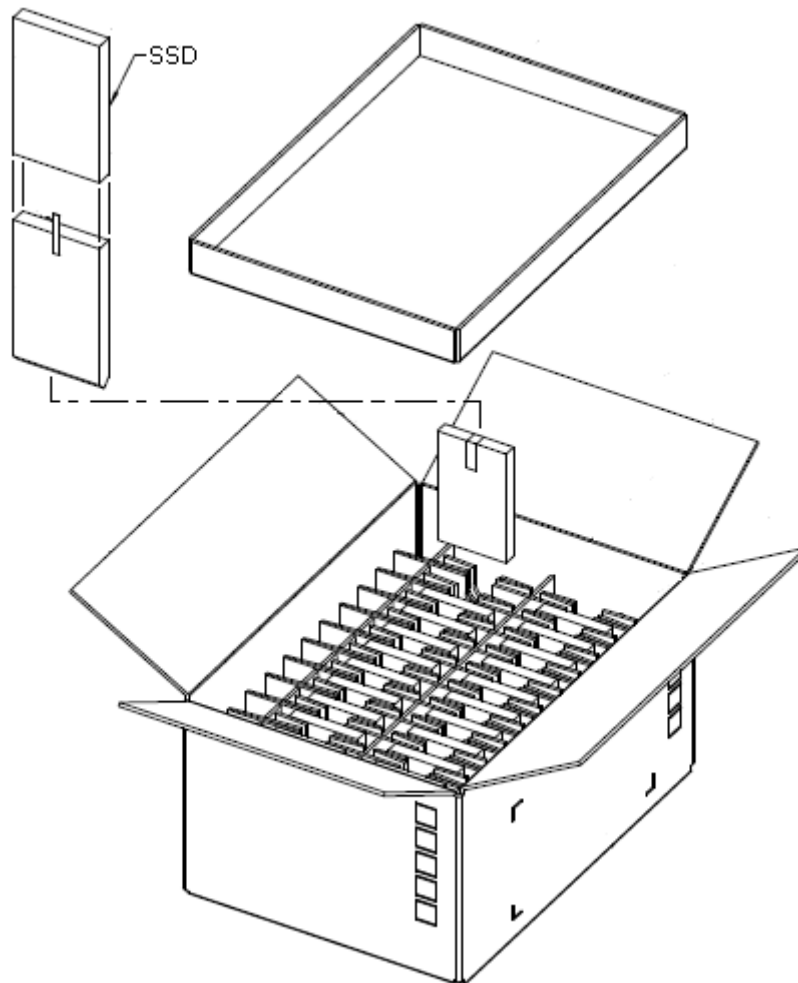
**PACKAGING AND SHIPPING INSTRUCTIONS
FOR SEAGATE PRODUCTS**

SSD products

Single Pack