

Frequently Asked Questions (FAQ)

What services am I entitled to under the Rescue program?

Under the Rescue program, if you purchased a Rescue services plan or a product that includes a Rescue services plan then you are eligible for one (1) Rescue data recovery attempt within the warranty period of the device or Rescue service plan coverage period indicated in the sales material, whichever is earliest.

How do I submit a case under the Rescue program?

If you suffer a data loss event within the warranty period of your product, and you are eligible to participate in and submit a case under the Rescue program, by calling the Seagate hotline. Please visit our website for numbers in your local language: <http://www.seagate.com/contacts/contact-numbers/>. An SRS representative will review your case to confirm your eligibility for Rescue Service.

How do I ship my device to Seagate if in-lab recovery services are required?

If a Seagate SRS representative advises you to send your media to one of our labs for recovery, you will need to send your device to an SRS lab for a recovery attempt. You are responsible for shipping your device to the SRS Receiving Centre for in-lab servicing. The Rescue program does not cover the cost of shipping your device to the nearest SRS Receiving Centre. If SRS is able to recover your data, however, we will pay for return shipping. When you return the product to SRS, you must use the original device packaging or packaging that provides an equal or greater level of protection to prevent any further damage to the device. You will be responsible for any risk of loss of the device until it is received by SRS.

What happens if my device requires in-lab recovery services?

Once the Seagate SRS facility receives your device, the following steps will be taken:

- **Assessment.** An SRS representative will assess your data loss event.
- **Recovery Effort.** SRS representatives will attempt to recover your lost files and data. SRS's on-line tracking system allows you to follow your case's progress.
- **Return of Recovered Data.** Your recovered data will be loaded on a USB or external storage device and sent to you.
- **Data Unrecoverable.** In some cases, your device may have suffered significant damage and your data may not be recoverable. If that is the case, SRS will notify you that your data was not recoverable. By attempting recovery on your device, SRS will have met its obligation to provide one Rescue data recovery attempt within the Warranty period of the device or Rescue service plan coverage period.

Is data recoverable in every case?

No. We will use commercially reasonable efforts to recover your data within fifteen (15) business days from receipt of your device in SRS Lab. In some cases, however, your device may be too badly damaged to recover all of the data. In cases where your data has not been recovered, SRS will notify you your data was not recoverable.

Will my device be returned if I send it back for in-lab recovery?

No. SRS will not return your original device since it typically will be rendered inoperable as a result of the recovery attempt. Your original device will be subject to secure disposition following a recovery attempt. To the extent possible, you should back up accessible data on the device before sending it back to SRS.

If I submit my product for in-lab recovery services, does this affect my warranty rights?

No. Under most or all Seagate warranty statements, you lose your warranty claims if devices are altered or tampered with.

But if your device is under warranty and becomes inoperable as a result of our in-lab data recovery attempts, your device will be eligible for warranty replacement and Seagate will send you a new or refurbished device of similar quality and functionality and the remaining term of your warranty will transfer to the replacement device.

What happens to my data?

If we are able to recover your data, we may back it up to a new device or disk, on our systems and premises, which may be outside your jurisdiction and send you a copy of your data. If we make any copies in the process, we will delete such copies after we have returned the data to you.

Is there anything else I need to know about the Rescue™ program?

The Rescue™ General Terms also are part of these program terms and are attached to these FAQs.

By requesting Rescue services, you will be deemed as accepting our terms and conditions located <http://rescueandreplace.seagate.com/terms.jsp>.

