

Customer Statement of Work

Assumptions

- Only previously authorized customers of Kioxia within Brazil will be allowed to utilize this return process.
- Customer will only return verified failures.
- Customer will only return drives that are under warranty.
- Customer will accept back all drives determined to be No Trouble Found by the Storage Services (SS) Brazil testing process.
 - An excessive percentage of NTF drives could lead to possible processing charges
- Kioxia customers will supply any and all documentation for each drive as requested by SS Brazil in order to avoid importation taxes.

Statement of Work

- ❖ Customer contacts SS Brazil for an RMA # for warranted drives.
 - Contact Information;
Email: *kioxia@storageservices.com.br*
Web: *www.storageservices.com.br*
- ❖ RMA#s will be issued to authorized customers only.
- ❖ SS Brazil will reply with an RMA number within 2 business days.
The reply will plainly show the warranty status of each drive.
No drive designated as Out Of Warranty (OOW) should be returned by the Customer. OOW drives received will not be credited and will be returned to the customer at the customer's expense.
- ❖ SS Brazil will scan the drives for the S/N & Model # and compare that to the RMA request. Any drives received on an RMA# that are not on the original RMA request will be returned to the customer at the customers expense.
- ❖ SS Brazil will visually / physically inspect (VMI) the returning drives to detect any damage, bad handling, fraud and/or irregularities of the labels or of the drives themselves. If the drive fails this VMI check the customer will be notified and given the option (depending on the failure) either to take the drive back at their expense or to allow SS Brazil to scrap the drive.
No credit will be given for any drive failing this VMI process.
- ❖ SS Brazil will then test each drive that did not fail VMI.
- ❖ NTF drives will be returned to the customer at Toshiba expense and will not be credited.
 - An excessive percentage of NTF drives could lead to possible processing and freight charges.
- ❖ Defective drives will be scrapped and credited.
- ❖ Kioxia will provide the customer with a Credit memo within 30 days of receipt by SS Brazil.