

EMC PARTS RETENTION SERVICE

EMC PARTS RETENTION

EMC® Parts Retention enables a customer to retain certain defective EMC hardware parts that the customer would otherwise be required to return to EMC under EMC's warranty and/or Support Option maintenance contract. EMC Parts Retention assists customers who require the ability to retain defective hardware parts for disposal in accordance with the customer's security and privacy policies. The scope of EMC Parts Retention and the eligible EMC Products and parts are specified below.

EMC PARTS RETENTION REQUIREMENTS

Customer must have a current EMC warranty or EMC Support Option maintenance contract in place for the specific EMC Product as a prerequisite for the purchase of EMC Parts Retention. EMC Parts Retention is non-refundable and is available for purchase in increments that are coterminous with the EMC warranty or EMC Support Option maintenance contract term of the specific EMC Product.

SCOPE OF EMC PARTS RETENTION

Parts eligible for this offering are those hardware parts that persistently store customer data, including metadata, as determined by EMC.

EMC Parts Retention is subject to the terms and conditions specified in the applicable EMC warranty or Support Option maintenance contract (the "Agreement") as modified by this document. Under EMC Parts Retention, the terms and conditions of the Agreement are modified as follows:

- The customer is not responsible for returning to EMC a defective hardware part that is covered by a current EMC Parts Retention contract which is replaced as part of EMC's warranty or maintenance support on the EMC Product. A retained hardware part covered by EMC Parts Retention shall become the property of the customer, and the customer is responsible for the security and disposal of such retained hardware part.

In the event of a conflict between the terms and conditions of the Agreement and this document, the terms and conditions specified in this document shall prevail.

ELIGIBLE EMC PRODUCTS

Avamar Data Store
Atmos Equipment
Celerra Family Equipment
Centera Family Equipment
Clariion Family Equipment
Data Domain System
Disk Library for Mainframe (DLm)
DSSD D5
ECS Appliance Equipment
Greenplum Data Computing Appliance (DCA)
Isilon Equipment
Unity All Flash Family Equipment
Unity Hybrid Family Equipment
VCE VxRack System 1000 with Neutrino Nodes
VMAX All Flash Family Equipment
VMAX Family Equipment
VNX Family Equipment
VNXe Family Equipment
VSPEX Blue
VxRack Node
VxRail
XtremIO Equipment
XtremSF

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