



Dear Customer,

You have chosen to purchase a high quality product, which we hope you will enjoy for a long time to come. During the development and production process, we have placed a very high emphasis on the value of a well-designed product and an intuitive user interface to create the best user experience possible.

Your satisfaction is very important to us. Should you ever have any technical problems or would like to return your product for any reason, simply return your package along with this completed form to the address below. As soon as we receive your package, we will process your request.

We hope you enjoy your new product,

Your equinix Team

P.S. For all the latest news, updates, promotions and new releases, subscribe to our blog at blog.equinix.com!

1 Reason for Return

☐ Case of Warranty - 1 year limited warranty for defective devices

At our sole discretion: we will either **repair** product, **exchange** product or **refund** purchase price of the product. In either case, it is necessary for you to send the product to the address listed below.

All products must be returned in the original, intact packaging and include all accessories, manuals and documentation originally shipped with the product.

For defects: **after the first one hundred and eighty (180) days** of the Warranty Period, a **shipping and handling charge** may apply.

If the equinix support determines that the product is not defective, equinix may impose a \$50 handling fee.

Defect description:

☐ Satisfaction Guarantee

☐ Alternative Device or ☐ Refund

If you are not satisfied with your product, you may return the product to the address listed below.

For a refund, the product must be returned to our equinix warehouse and **postmarked no later than 14 days after the date of invoice**.

Products received after this time period cannot be processed by us.

All products must be returned in the original, intact packaging and include all accessories, manuals and documentation originally shipped with the product. A 20% **repacking charge** will apply for any **opened hardware or accessory**.

You're responsible for any **shipment costs** related to the return of the product.

2 Required Information

Your name: _____

Your address: _____

CUS number: _____ see invoice or delivery note

Box-ID: _____ see top of the product box. Sample: 

3 Send it back

Please include this form and return the entire product (incl. packaging and accessories) postage paid to:

equinix USA, Inc.
Service Center
100 Produce Avenue, Suite L
South San Francisco, CA 94080

Please note that unpaid deliveries can not be accepted. Please choose a carrier that offers tracking or insure/declare the full value of the product. You are responsible for any loss or damage to the product during shipping.

Location and Date

Signature

Service Terms and Conditions for Purchase in USA and Canada

FOR CONSUMERS, WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT, THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THESE TERMS ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. THESE TERMS DO NOT EXCLUDE, LIMIT OR SUSPEND ANY RIGHTS OF CONSUMERS ARISING OUT OF NON-CONFORMITY WITH A SALES CONTRACT. SOME COUNTRIES, STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION MAY LAST, SO THE LIMITATIONS OR EXCLUSIONS DESCRIBED BELOW MAY NOT APPLY TO YOU. THESE TERMS GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY COUNTRY, STATE OR PROVINCE. THIS LIMITED WARRANTY IS GOVERNED BY AND CONSTRUED UNDER THE LAWS OF THE COUNTRY IN WHICH THE PRODUCT PURCHASE TOOK PLACE.

Terms and conditions - Warranty

equinux's warranty obligations for this hardware product are limited to the terms set forth below:

equinux warrants this hardware product against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser ("Warranty Period"). If a hardware defect arises and a valid claim is received by equinux within the Warranty Period, at its option and to the extent permitted by law, equinux will either (1) repair the product at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product.

Please fill out the return form on the equinux support page (<http://www.equinux.com/goto/returnformusa>) and subsequently return the product together with the return form to the equinux service center. All products must be returned in the original, intact packaging and include all accessories, manuals and documentation originally shipped with the product.

equinux may request that you replace defective parts with new or refurbished user-installable parts that equinux provides in fulfillment of its warranty obligation. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by equinux, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes equinux's property. Parts provided by equinux in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, the product for which the refund is provided must be returned to equinux and becomes equinux's property.

If a defect arises and a valid claim is received by equinx after the first one hundred and eighty (180) days of the Warranty Period, a shipping and handling charge may apply to any repair or exchange of the product undertaken by equinux.

Terms and Conditions - Return and Refund (Satisfaction Guarantee)

If you are not satisfied with your purchase of an equinux product, please fill out the return form on the equinux support page (<http://www.equinux.com/goto/returnformusa>) within 14 calendar days from the date of invoice and subsequently return the product together with the return form to the equinux service center. equinux will offer you a refund based on your original method of payment if the product is sent back to us unopened in the original box. All products must be returned in the original, intact packaging and include all accessories, manuals and documentation originally shipped with the product. equinux will assess a 20% restocking fee on any opened hardware or accessory. Your refund will be processed after receipt of the product at the equinux service center. You are responsible for any shipment costs arising out of the return of the product. If you choose not to (1) use a carrier that offers tracking or (2) insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.