

Global Warranty Policy Clarification

Advanced Hardware Replacement

Limited Lifetime Warranty — 10 Business Day Ship

Limited Lifetime Warranty with Express Advanced Hardware Replacement

Limited Lifetime Warranty with Express Advanced Hardware Replacement-2

This policy clarification restates the warranty support Extreme provides to customers and channel partners for products that provide Advanced Hardware Replacement (AHR) during the Extreme warranty period for a particular product.

It is recognized by Extreme that some customers and/or channel partners may have been experiencing expedited product replacement support under these warranty provisions. However, effective July 4, 2016 Extreme will complete an alignment with published standard warranty policies that provide for AHR support for appropriately entitled products.

Extreme will use all commercially reasonable efforts to pick pack and ship the hardware replacement using a commercial delivery service to customers' site. The replacement part will be shipped via ground shipping with shipping charges prepaid. Shipments are designed to achieve 2-4 business day delivery from an Extreme regional parts depot to the customer delivery site. Variation in business delivery days is possible depending on country of destination or geographical location with the country or other factors.

For more information and warranty policies please see Extreme's support site at: <http://www.extremenetworks.com/support/policies>