



Warranty Options for aegex10™

Return Material Authorization (RMA) provided by IBM Technical Support (IBM TSS)



General Terms	Standard Warranty	Enhanced Warranty	Direct Warranty	Premium Warranty
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Unavailable as of 11/1/20

Protection Period from Date of Purchase	12 Months	36 Months	36 Months	36 Months
Countries covered	All countries where aegex10™ is sold	Visit aegex.com/support/warranty for the most updated list of TSS Countries	All non-TSS Countries	Visit aegex.com/support/warranty for the most updated list of TSS Countries
Shipping	Mail in	Courier Service	Courier Service	Hand Delivery & Pick-Up

Requesting Support and Tracking Tickets

ALL tickets are opened and tracked at aegex.freshdesk.com and may include over-the-air diagnostics when necessary

Ticket Response Time	2 Business Days Monday Through Friday 7:00 to 21:00 GMT	3 Business Days Monday Through Friday 7:00 to 21:00 GMT	3 Business Days Monday Through Friday 7:00 to 21:00 GMT	2 Hours Business Days Monday Through Friday 7:00 to 21:00 GMT
Device Replacement Time	Target 14 business days from customer receipt of RMA. Replacement will be shipped .	2 working days from issuance of an RMA number (may be longer for offshore and other remote locations). A replacement will be couriered .	5 working days from Issuance of an RMA number (may be longer for offshore or other remote locations). A replacement will be shipped .	2 working days from Issuance of an RMA number (may be longer for offshore or other remote locations). A replacement will be hand-delivered .
RMA Logistics	Customer will ship product(s) to an Aegex service center following receipt of an RMA	Customer will be provided shipping documents to return product(s) to a regional IBM service center	Customer will be provided shipping documents to return product(s) to the Aegex service center	Customer will hand original product(s) to IBM TSS representative during product exchange

Note: This document is for summary purposes only. For full Aegex Warranty details, visit <https://aegex.com/support/warranty>. Warranties are for manufacture hardware failure only. Warranties do not cover normal wear and tear; unauthorized attempts to modify, repair or enhance the Product; damages or defects caused by incorrect use; third party software, settings, data or software license keys not originally installed by Aegex; nor loss or theft.