



# Warranty Options for aegex10™

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



	General Terms	Standard Warranty	Enhanced Warranty	Premium Warranty	Other Contracts
<b>Protection Period from Date of Purchase</b>		12 Months	36 Months	36 Months	
<b>Shipping</b>		Mail In	Courier Service	Hand Delivery and Pick-Up	
<b>How to Get Support</b>		Tickets are opened at <a href="https://aegex.freshdesk.com">aegex.freshdesk.com</a>	Tickets are opened at <a href="https://aegex.freshdesk.com">aegex.freshdesk.com</a>	Tickets are opened at <a href="https://aegex.freshdesk.com">aegex.freshdesk.com</a>	
<b>Ticket Tracking and Responses</b>		The support portal at <a href="https://aegex.freshdesk.com">aegex.freshdesk.com</a> May include over-the-air diagnostics when necessary	The support portal at <a href="https://aegex.freshdesk.com">aegex.freshdesk.com</a> May include over-the-air diagnostics when necessary	The support portal at <a href="https://aegex.freshdesk.com">aegex.freshdesk.com</a> May include over-the-air diagnostics when necessary	<b>Aegex Direct Warranty</b>  The Aegex Direct Warranty is available for customers located in countries not currently serviced by IBM TSS. If and when that particular country is added as an IBM TSS covered location, the Aegex Direct Warranty is converted to the Enhanced Warranty.
<b>Ticket Response Time</b>		2 Business Days Monday through Friday 7:00 to 21:00 GMT	2 Business Days Monday through Friday 7:00 to 21:00 GMT	3 Hours Monday through Friday 7:00 to 21:00 GMT	
<b>Device Replacement Time</b>		Target 14 working days from receipt of returned product to IBM Service Center. A replacement will be <b>shipped</b> .	2 working days from issuance of an RMA number (may be longer for offshore and other remote locations). A replacement will be <b>couriered</b> .	2 working days from issuance of an RMA number (may be longer for offshore and other remote locations). A replacement will be <b>hand-delivered</b> .	
<b>RMA Logistics</b>		Customer to ship product(s) to a regional IBM service center following receipt of an RMA	Customer will be provided shipping documents to return product(s) to regional IBM service centers	Customer will hand original product(s) to IBM TSS representative during product exchange	<b>Customized Contracts</b>  Service Level Agreements (SLA) are available at time of sale. SLA may include insurance, on-site service, maintenance, deployment customization, image management, and financing options.

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.