RETURN POLICY

Products must be in original packaging and must include all manuals, and FUSION-IO installed software and options to be eligible for return. For all returns, you must obtain a Return Goods Authorization (RGA) by contacting FUSION-IO customer support at 801-716-5700 prior to shipment.

Please note that FUSION-IO will not accept returns for the following products (unless defective):

   Product which are obsolete/end of life
   Product that cannot be linked to an FUSION-IO Direct order number
   Product that has been modified by installation of additional software or options
        or have serial numbers removed

FUSION-IO does not accept any COD returns.

Return shipping costs are borne by the customer; unless FUSION-IO specifically agrees otherwise. If requested, a call tag may be offered to the customer at a reasonable cost.

After FUSION-IO receives your return, it is inspected and compared to the RGA. All parts and equipment contained in the original order must be included. Once confirmation is completed, the return is processed into the warehouse and credit is issued using the same form of payment used for purchase. The normal process usually takes 7-10 business days to complete. No credits are issued for incomplete returns.

If the returned shipment does not match the RGA, a Customer Support Representative will contact you.

NON-DEFECTIVE RETURNS

RGAs must be requested within **30** days after the delivery date, and are subject to a 10% restocking fee.

FUSION-IO, in its sole discretion, may accept returns requested more than 30 days after the delivery date subject to a restocking fee of 20%.

Restocking fees are deducted from the refund amount issued.

DEFECTIVE PRODUCT RETURNS

For defective FUSION-IO products, FUSION-IO provides technical assistance to diagnose the problem and will repair or authorize a replacement or return of the product. If the product fails after the first 30 days, the applicable warranty program specifies the terms for repair services.

DOA - To report product that was defective on arrival (DOA), the customer should contact the FUSION-IO Customer Support Center **801-716-5700** to request diagnosis and repair or authorize a replacement or return of the product.

If product fails during the Limited Warranty Period and the suggestions in the product documentation does not solve the problem, the customer can receive support by visiting https://support.fusionio.com to locate authorized support providers, post questions to FUSION-IO Technical Support professionals or download software.

SHIPMENT RELATED LOSS OR DAMAGE

You should note damages or shortages on the Proof of Delivery document at the time of delivery and you must report damages or shortages within 14 days contacting a Customer Support Representative at 801-716-5700. You may be asked to provide a copy of the Proof of Delivery and order number or customer account number.

You must report concealed damage, where the box is in good condition but the product is missing or damaged, within five business days after delivery. Carriers reserve the right to conduct an on-site inspection at the delivery destination. If the carrier is not allowed to inspect the product, a claim cannot be filed and replacement product will not be provided. When the carrier claim has been validated or the carrier waives an inspection, FUSION-IO will provide an RGA for the return of damaged product, process a credit for the damage or shortage, and enter an order for replacement product.

   Customers should take receipt and sign for delivery of damaged product.
   Customer must have Carrier note delivery discrepancy (such as shortage or
        damaged box) on the "Proof of Delivery".
   Customer signs "Proof of Delivery" and maintains copy.
   Customer submits copy of "Proof of Delivery" to FUSION-IO within five (5)
        business days.
   Customer documents the damage with digital photos, if available.
   Customer returns merchandise to FUSION-IO using RGA, original packaging
        materials and original shipping carton if available.

PREPARING PRODUCT FOR RETURN

Call FUSION-IO Customer Support Representative at 801-716-5700 to obtain
Return Goods Authorization (RGA) number(s).

Package the product including the "Packing List" which includes the original
order number, part number(s), quantity, and applicable serial number(s)
for the product(s) being returned.
The original box and packing material will need to be used to return the item.

Remove all mailing labels on the outside of the box that references the
customer address. Prepare and attach a new mailing label with the
RGA#(s) and the Returns Center address provided by the Customer
Support Representative. DO NOT WRITE ON THE PACKAGING.

If product for more than one RGA is being returned in the same box, make sure
that all RGA numbers are listed on both the mailing label and packing list.
If products are received at the Returns Center without valid RGA numbers
on the mailing label, credit may be delayed or item may be refused and
returned to the customer.