

Warranty Policy

Retail Kits that are assembled and branded by Western Digital, along with internal drives sold as "Component Drives" (internal hard drives that WD sold and specifically did not package as part of a Western Digital assembled and branded retail kit), come with a limited warranty. Please refer to the following warranty tables for basic product warranty information. Depending on the type of sales transaction, product warranty may differ from the general warranty information listed below.

USA, Canada and Latin America		Europe, Middle East, Africa and India	Asia Pacific	
Product	Product Designator	Component Drive <sup>1</sup>	Retail Kit	
<b>Enterprise Drives:</b>				
WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE	GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYS, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ, F5YZ	5-year	5-year	
WD VelociRaptor	WDBACN	N/A	5-year	
WD XE SAS Hard Drive	BKFG, BKHG, BKFF, HKHG	5-year	N/A	
<b>Small Office Storage Server:</b>				
WD Sentinel DS6100, DS5100	WDBWVL, WDBYVE	N/A	1-year	
WD Sentinel RX4100	WDBLVH	N/A	3-year	
WD Sentinel DX4000	WDBLGT	N/A	3-year	
WD Sentinel Drive Kit	WDBYBL, WDBBDN, WDBNSH	N/A	3-year	
<b>NAS:</b>				
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	3-year (populated)	
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	2-year (diskless)	
My Cloud, My Cloud Mirror, My Cloud Mirror (Gen 2), My Cloud EX2 Ultra, My Cloud EX2, My Cloud EX4	WDBCTL, WDBZVM, WDBWVZ, WDBVBZ, WDBVKW, WDBWWD	N/A	2-year	
WD Red Pro	FFSX	5-year	5-year	
WD Red 3.5-inch	EFRX	3-year	3-year	
WD Red 3.5-inch	WDBMMA	N/A	3-year	
WD Red 2.5-inch	JFCX, BFCX	3-year	3-year	

**Networking:**

My Net Switch, My Net N600, My Net N750, My Net N900, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge	WDBJVC, WDBEAV, WDBAJA, WDBWVK, WDBABY, WDBAPK, WDBWNJ, WDBMRD	N/A	1-year
My Net N900 Central	WDBKSP	N/A	2-year

**Desktop Drives:**

WD Purple	PURX	3-year	3-year
WD Black	AAEX, AALS, FAEX, FAES, FALS, FASS, AALX, AZEX, FZEX	5-year	5-year
WD Black	WDBAAZ, WDBMBE, WDBSLA	N/A	5-year
WD Black	FZWX	5-year	N/A
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AAB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX, EALS	2-year	3-year
WD Blue	WDBAAV, WDBAAW, WDBAAX	N/A	3-year
WD Blue	WDBH2D	N/A	2-year
WD Blue SSHD	WD40E31X	3-year	3-year
WD Raptor X	AHFD	5-year	5-year
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	2-year	3-year
WD Green	WDBAAY	N/A	3-year

**Mobile Drives:**

WD Black	BPKT, BPKX, BEKT, BEKX, BJKT	5-year	5-year
WD Black	WDBABD	N/A	5-year
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, BPVX, JPVT, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK	2-year	3-year
WD Blue	WDBABA, WDBABB, WDBABC, WDBMYH	N/A	2-year
WD Blue SSHD	WD10J31X	3-year	3-year
WD Green	NPVT	2-year	N/A

**CE Drives:**

WD AV, WD AV-GP, WD AV-25	AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX	3-year	3-year
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**External Drives:**

WD ShareSpace™	WDA4NC	N/A	3-year
My Passport Elite, My Passport Studio	WDML, WDMT, WDMS	N/A	5-year
My Book for Mac, My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book Pro, My Book Pro II, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Studio LX, My Book Live	WDBYCC, WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1T, WDG2TP, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACH, WDBACG, WDBCPCZ, BDTB, WDBUTV	N/A	3-year
WD Elements SE, WD Elements, WD Elements Portable, WD Elements Desktop, My Book Essential, My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II	WDBUZG, WDBU6Y, WDBBJH, WDBWLG, WDBABV, WDE1U, WDE1MS, WDBAAU, WDBPCK, WDBAAR, WDG1U, WDH1U, WDG1C, WDG1SU, WDG2T	N/A	1-year
My Book, My Book Live Duo, My Book Essential, My Book for Mac, My Book 3.0	WDBFJK, WDBVHT, WDBAAF, WDBACW, WDBAAG, WDBAAK, WDBABP	N/A	2-year
My Passport Essential, My passport Essential SE, My Passport for Mac, My Passport Elite, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air, My Passport Ultra Metal, My Passport Ultra Premium	WDME, WDBACX, WDMEA, WDBAAC, WDBKKF, WDBGCH, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBTYH, WDBEZW, BGPU, BBKD, WDBJBS	N/A	3-year
My Passport Studio	WDBAAE, WDBALG, WDBK8A, WDBS8P, WDBGJA, WDBU4M	N/A	3-year
My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Edge, My Passport Enterprise, My Passport Pro (Duo), My passport carrying case, My Passport Wireless	WDBY8L, WDBBEP, WDBACX, WDBKXH, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW, WDBK6Z, WDBHEZ, WDBRNB, WDBABK, WDBDAF, WDBK8Z, WDBLJT	N/A	2-year
<b>Home Entertainment:</b>			
WD TV, WD TV Mini, WD TV Live, WD TV Live Plus, WD TV Live Streaming, WD TV Live Hub, WD TV Play, WD TV Media Player	WDAVN, WDBABF, WDBAAL, WDBAAN, WDBABX, WDBG3A, WDBABZ, WDBHG7, WDBMBA, WDBHZM, WDBYMN	N/A	1-year
My DVR Expander eSATA Edition, My DVR Expander USB Edition, My Book AV eSATA, My Book AV-TV	WDG1S, WDH1S, WDBACS, WDBGLG	N/A	1-year
My Book AV DVR Expander	WDBABT	N/A	2-year

<b>Solid State Storage</b>			
WD SiliconDrive CF	3xxx	N/A	5-year
WD SiliconDrive II CF	45xx, 46xx, 48xx	N/A	5-year
WD SiliconDrive A100	71xx	N/A	5-year
WD SiliconDrive U100	49xx	N/A	5-year
<b>Accessories:</b>			
WD Nomad	WDBGRD0000NBK	N/A	2-year

#### Frequently Asked Questions

<sup>1</sup> Any Non-Kitted Hard Drive sold to Authorized WD Distributors.

<sup>2</sup> Effective for products purchased since March 1st, 2007.

<sup>3</sup> Effective for products purchased since August 1st, 2007. Drives purchased previously have 1 year warranty.

<sup>4</sup> Effective for products purchased since March 1st, 2007. Drives purchased previously have 2 year warranty.

<sup>5</sup> Effective for products purchased since October 1st, 2007. Drives purchased previously have 1 year warranty.

<sup>6</sup> Effective for products purchased after October 3rd, 2015. Drives sold before October 3rd, 2015 have 2 year warranty.

† Warranties may vary in regions that belong to the European Union

#### **Note:**

The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller and extends only for the period of time set forth in the Product documentation.

Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. To verify the warranty of your Product and update your purchase date (if required), please use our online Warranty Status Check service. In the United States, some states do not allow limitations on how long implied warranties last, so the above limitation may not apply to you.

Please refer to your Product manual for a statement of your limited warranty. A Product manual can be obtained from your authorized distributor or reseller or the WD web site.

**THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FACE OF THE WD LIMITED WARRANTY. WD DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRODUCTS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IN THE UNITED STATES, SOME STATES DO NOT ALLOW THE EXCLUSION OF THE IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.**

#### **Recertified Products**

WD recertified products may consist of customer return units and may be repaired. All products are tested and determined to meet WD's stringent quality standards before they are sold as recertified. Please note that some recertified items may have marks, scratches, or other slight signs of wear.

All recertified products carry manufacturer's limited warranty of 6 months.

## Warranty Limitations

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WD's limited warranty provides that, subject to the following limitations, each Product will be free from defects in material and workmanship and will conform to WD's specification for the particular Product.

### **Limitation of Remedies**

YOUR EXCLUSIVE REMEDY FOR ANY DEFECTIVE PRODUCT IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT.

WD may elect which remedy or combination of remedies to provide in its sole discretion. WD shall have a reasonable time after determining that a defective Product exists to repair or replace a defective Product. WD's replacement Product under its limited warranty will be manufactured from new and serviceable used parts. WD's warranty applies to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

### **Limitation of Damages**

WD'S ENTIRE LIABILITY FOR ANY DEFECTIVE PRODUCT SHALL IN NO EVENT EXCEED THE PURCHASE PRICE FOR THE DEFECTIVE PRODUCT. THIS LIMITATION APPLIES EVEN IF WD CANNOT OR DOES NOT REPAIR OR REPLACE ANY DEFECTIVE PRODUCT AND YOUR EXCLUSIVE REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

### **No Consequential or Other Damages**

NOTWITHSTANDING ANYTHING ELSE IN THIS POLICY OR OTHERWISE, WD WILL NOT BE LIABLE WITH RESPECT TO THE PRODUCTS UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY (I) FOR ANY AMOUNT IN EXCESS OF THE PURCHASE PRICE FOR THE DEFECTIVE PRODUCT OR (II) FOR ANY GENERAL, CONSEQUENTIAL, PUNITIVE, INCIDENTAL OR SPECIAL DAMAGES. THESE INCLUDE LOSS OF RECORDED DATA, INTERRUPTION OF USE, THE COST OF RECOVERY OF LOST DATA, LOST PROFITS AND THE COST OF THE INSTALLATION OR REMOVAL OF ANY PRODUCTS, THE INSTALLATION OF REPLACEMENT PRODUCTS, AND ANY INSPECTION, TESTING, OR REDESIGN CAUSED BY ANY DEFECT OR BY THE REPAIR OR REPLACEMENT OF PRODUCTS ARISING FROM A DEFECT IN ANY PRODUCT. THIS SECTION DOES NOT LIMIT LIABILITY FOR BODILY INJURY OF A PERSON.

IN THE UNITED STATES, SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS ABOVE MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

## Your Use of the Product

WD will have no liability for any Product returned if WD determines that:

- The product was stolen from WD.
- The asserted defect:
  - is not present,
  - cannot reasonably be fixed because of damage occurring when the Product is in the possession of someone other than WD, or
  - is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers (unless authorized to do so by Western Digital or an authorized Service Center)), accident or mishandling while in the possession of someone other than WD.
- The Product was not sold to you as new.
- The product was not used in accordance with Western Digital specifications and instructions.
- The product was not used for its intended function (for example, desktop drives used in an Enterprise environment).

## Additional Limitations on Warranty

Western Digital's warranty does not cover Products which have been received improperly packaged, altered, or physically damaged. Products will be inspected upon receipt. You can view additional examples of the warranty limitations below by clicking on the available links.

### Packaging

- Improperly packaged
- Non-qualified shipping container

### Alterations

- Counterfeit label(s)
- Customer added jumper wires
- Incorrect PCBA/HDA pair
- Labels have been switched:
  1. True Western Digital label on non-Western Digital drive
  2. True Western Digital label on different capacity Western Digital Drive
- Labels exhibit tampering
- Label missing standard printing such as UL or capacity
- Missing barcode or top cover label
- No tape seal – (non-authorized data recovery sticker)
- Serial number on top cover does not match barcode on end
- Western Digital labels or breather filter holes obscured by customer applied stickers

### Damage

- Broken pins on connector
- Connector(s) are damaged, cracked, missing or broken
- Cracked components on the circuit board
- Dented base casting
- Torn or punctured tape seal
- Dented top cover
- Deep scratch
- Loose, damaged, or missing screws
- Lifted or punctured servo clock hole (SCSI)
- Missing servo clock hole (SCSI)
- Missing PCBA (Circuit Board)
- Obscured breather filter holes
- Punctured at servo writer access port
- Punctured inspect pivot seal
- Scratch exposing copper trace
- Stripped mounting hole threads

If an alphabetic character appears after the Product date code (example: 05 Apr 99 X), the Product has been re-certified and may not be subject to the terms of WD's warranty as it applies only to products sold as new.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.