



# Guide to pack your faulty SSD

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English

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# Preface

This is a step by step guide on proper packing of faulty unit/s before sending to Intel. This guide is provided "AS IS" and without warranty of any kind. We have made every effort to offer current, correct and clearly expressed information. By providing this guide, Intel shall not be held liable, or undertake any responsibility whatsoever, for the content of linked sites, etc. Contents of this guide may not be republished without written permission. Other brands and companies mentioned in this guide may be claimed as properties of its respective owners.

## Intended Audience

This guide is offered as a reference guide to customers worldwide.

## What you need

1. Product(s) for return that has been approved for replacement.
2. Original packaging of the unit(s). Wrap the product properly to prevent any shipping damage. Intel's Limited Warranty Policy does not cover damage incurred during shipping. If you no longer have the original packaging, use any material that will ensure good protection (a bubble wrap would do) to the unit while in transit. Depending on the courier used, courier may provide air-pouch, bubble wrap or foam. Please inquire with the courier at the time of scheduling pickup. Product must be packed and ready when the courier arrives.
3. Electrostatic discharge (ESD) bag and packaging tape.
4. If your location requires the use of commercial invoices, please write the Order Number from the commercial invoice and your address on the outside of the box. The commercial invoice will be provided by your courier company.
5. Follow the instructions listed on your confirmation letter sent via email for returning faulty parts.

## SSD packaging guidelines

1

Pack the SSD in an ESD cover to avoid ESD damage.



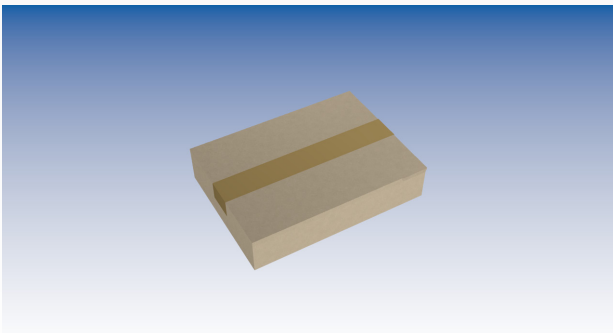
2

Place the SSD in a sturdy shipping box. Fill the box with bubble wrap, shipping foam or other non-static shipping material.



3

Ensure adhesive tape firmly seals the box.



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