



SUMMARY

- Keep spare parts for hardware on hand for the highest level of system uptime.
- Available on **all servers** offered by Aventis Systems.
 - Basic Spare Kit: 1 Hard Drive and 1 Memory DIMM
 - Advanced Spare Kit: 1 Hard Drive, 1 Memory DIMM, and 1 Power Supply
 - Superior Spare Kit: 1 Hard Drive, 1 Memory DIMM, 1 Power Supply, 1 Processor, and 1 Motherboard
- Available on **all storage** offered by Aventis Systems.
 - Basic Spare Kit: 1 Power Supply and 1 Hard Drive
 - Advanced Spare Kit: 1 Power Supply and 2 Hard Drive
 - Superior Spare Kit: 1 Power Supply, 3 Hard Drives, and 1 Controller
- In the continental U.S., Aventis Systems is responsible for all shipping costs associated with spare part returns
- Outside the continental U.S., ASI is responsible for shipping replacement parts to the customer and the customer is responsible for shipping faulty parts back to ASI.
- Aventis Systems provides ground shipping ; expedited shipping is available via optional Express Warranty and Onsite Hardware Support

ADDITIONAL TERMS AND CONDITIONS

Aventis Systems, Inc. ("ASI") provides clients with the best in the business hardware maintenance support. The Aventis Systems Spare Kit program ("Spare Kit") provides our customers ("Customer") the additional assurance and convenience of always having a spare on hand.

Spare Kit Replenishment: Spares are replenished to replace defective parts throughout the Warranty and/or Onsite Hardware Support term of the server, whichever is greater. To facilitate Spare Kit replenishment, ASI requires customer to contact ASI technical support via phone (1-866-528-9313) or email (ts@aventissystems.com), to establish an RMA ticket prior to returning any items. In the continental U.S., ASI is responsible for all shipping costs associated with warranty returns. Outside the continental U.S., ASI is responsible for shipping replacement parts to the customer and the customer is responsible for shipping faulty parts back to ASI. Customers should ship the defective part or unit to ASI [189 Cobb Parkway North, Suite B7, Marietta GA 30062] with the completed [RMA form](#) that includes an ASI authorized RMA number provided by the technical support staff.

In the event that ASI provides Customer with systems or components as part of the RMA process, the Customer has 30 days to return faulty systems or components without being charged.

Force Majeure: This agreement does not cover the Force Majeure events, minor aesthetic imperfections that do not alter functionality, misuse, software corruption, malware, data loss, and other software-related issues or issues with equipment other than the sold products. ASI strongly recommends Customer follow a responsible regimen of backing up their data and maintain a backup for systems sent in for warranty repair.