

Spectra Logic Media Return Policy

Spectra Logic warrants that Spectra Certified Media products are free from defects in materials and workmanship, commencing from the time of purchase and for the Lifetime of the product. For full details please see our [Media Guarantee](#).

If a customer inadvertently orders the entire wrong media product (wrong media generation), the customer may return the unused product for a refund minus a \$10 per tape restocking fee within 60 days of product delivery date. All media that has been used will be returned to the customer and the customer will be charged for the full purchase price. All shipping fees associated with the media return will be paid by the customer. Returned merchandise which is lost or damaged in transit is not Spectra Logic's responsibility. All returns must include original factory box and original factory packaging (foam, plastic, wrappings, etc.)

The customer should contact the customer's Spectra Logic Sales Representative or call 1 (800) 833-1132 and ask to speak to sales if the customer determines there is a need for a different barcode sequence on the Spectra Certified Media (example: changing from a certified to custom barcode sequence).

The following three options are available for customers needing to update a barcode sequence:

- 1) Customer provides new custom barcode sequence and returns the media to Spectra Logic to have the barcodes switched out
 - a. Customer will pay shipping both directions
 - b. Customer will pay \$2.50/tape for processing and relabeling
- 2) Customer can purchase new custom barcode labels and relabel the media themselves.
 - a. Shipping fees will be paid by the customer
 - b. Customer must remove old labels and affix new labels on each piece of media.
- 3) Customer can purchase Professional Services time and a Spectra Professional Services Representative will come onsite and relabel the media.
 - a. Customer will pay for new custom barcode sequence labels
 - b. Customer will pay for Professional Services time
 - c. Shipping fees will be paid by the customer
 - d. 3 week minimum lead time is required to schedule Professional Services personnel for this option

Prior to returning a product, a customer must obtain a Return Sales Order Number from a Spectra Logic Sales Representative. Products will not be accepted for return, whether for exchange or credit, unless a Return Sales Order Number is obtained. Returns for credit must be received within 90 days of the Invoice Date. Media returns must be received by Spectra Logic within 45 days of receipt of Return Sales Order Number or Return Sales Order will be cancelled.