

SESAME BY ITRENEW PRODUCT WARRANTY

| SESAME PRODUCT | COVERAGE | BASIC WARRANTY | EXTENDED WARRANTY |
|---------------------------|---|----------------|-------------------|
| INTEGRATED RACK SOLUTIONS | Sesame Fully Integrated Rack Solutions with installed Network gear, Sesame Servers, Sesame Storage Units (if applicable) *Includes ALL integrated components. | 3 years | 6 years |
| LOOSE GEAR | Loose Sesame Servers (nodes), Drives, DIMMs, NIC, CPU, Switch, Power Equipment. *Loose Gear are NOT integrated into racks, and sold separately as components. | 1 years | 3 years |

Sesame by ITRenew warrants that your Sesame Product will be free from defects in workmanship or material for the applicable Warranty Period.

WHO IS COVERED?

THIS LIMITED WARRANTY IS NON-TRANSFERABLE AND ONLY APPLIES TO THE ORIGINAL SESAME PRODUCT AND ORIGINAL END-USER PURCHASER. SESAME IS NOT LIABLE FOR A CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY, EXCEPT FOR CLAIMS BY AN AUTHORIZED RESELLER ON BEHALF OF THE ORIGINAL END USER. "Authorized Reseller" means a third party that Sesame has authorized to resell Sesame Products to end users.

Please keep your purchase order and invoice, or other documentation showing proof of purchase. You must have proof of purchase from Sesame to receive warranty service.

WHAT IS COVERED?

Warranty coverage begins the date of the invoice for your Sesame Product. For the applicable Warranty Period, at the option of Sesame, the Sesame Product will be repaired or replaced with a new, repaired, refurbished or comparable product (whichever is deemed necessary) if it becomes defective or inoperative. This exchange is done without charge to you for parts and labor. Ownership of the replaced defective or inoperative parts will automatically be transferred to Sesame. If Sesame cannot reasonably repair or replace the Sesame Product then Sesame may, at its sole discretion, refund to you the amount you paid for the Sesame Product.

All Sesame Products, including replacement products, are covered only for the original warranty period. When the warranty on the original Sesame Product expires, the warranty on the replacement Sesame Product also expires.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

WHAT IS EXCLUDED?

This limited warranty will not apply if:

- The serial number of the Sesame Product has been altered, cancelled, removed, or otherwise not valid as determined by Sesame;
- The Sesame Product has been tampered with, repaired or modified by unauthorized personnel;
- The Sesame Product warranty seals have been broken or altered;
- There is damage caused by natural disaster, intentional or unintentional misuse, abuse, neglect, acts of war, improper maintenance or use under abnormal conditions;
- There is damage caused by accidental drops, spills, fire or power surges;
- There is damage from improper installation, improper connection, or use of parts and/or components not manufactured or sold by Sesame;
- There is damage from use outside of the operation or storage parameters or in an environment reasonably acceptable for similar product usage models deemed as industry standard best practices; or
- There is damage from third party software or from virus(es).

In addition, this limited warranty does not cover incidental or consequential damages resulting from the Sesame Product. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

Any software (if applicable) delivered with the Sesame Product is provided "as-is". Sesame does not guarantee uninterrupted or error-free operation of any software provided with the Sesame Product.

HOW TO GET WARRANTY SERVICE

Warranty service will be provided by either Sesame, or if the Sesame Product was purchased from an Authorized Reseller, the Authorized Reseller. If you believe you need service for your Sesame Product, before initiating a claim:

- Ensure you have the following information readily available: your Sesame Product's model name and serial number and the applicable invoice, purchase order, or other documentation showing proof of purchase from Sesame.
- If you received an error message, write it down with the fault description.
- Retrieve the operating system version and BIOS/BMC version information from your Sesame Product and note whether you have made any recent hardware or software changes.
- Make sure you are in front of your Sesame Product and have your Sesame Product turned on (if possible) when you contact Sesame to perform troubleshooting procedures.

If you have purchased your Sesame Product from an Authorized Reseller, please contact them directly to initiate warranty service.

If you have purchased your Sesame Product directly from Sesame by ITRenew, please contact Sesame by submitting a support ticket at <https://support.sesame.com>. You'll be asked to include your:

- Company Name.
- Contact Name, phone number, and e-mail address.
- Product Name/Model, and Part Number.
- Product Serial and/or Asset Number of unit(s) needing service.
- Full detailed description of the problem, including Error Message/Failure Type.

A Sesame representative will contact you for assistance and next steps. If it is determined that your Sesame Product needs to be returned for service or exchanged, you will receive a return authorization number (RMA).

Please back up all your personal data and remove any confidential, proprietary information on the storage drive(s). Sesame will not be responsible for any loss of your programs, data or information. In addition, Sesame will not restore or transfer your programs, data or information from the original storage drives(s) to any repaired or replaced Sesame Product. Sesame recommends that the Sesame Product be returned in its original packaging, or proper industry standard packaging if the original packaging is not available. The original packaging will provide better protection for the Sesame Product during transit. Note, the limited warranty may be voided if the Sesame Product is damaged during shipment due to improper packaging. Also, if your Sesame Product is received packed in anything other than its original packaging, Sesame may charge you for appropriate anti-shock packaging when your replacement or repaired Sesame Product is returned.

Please do not send anything but the Sesame Product itself unless specifically requested by Sesame. Any other items and accessories included in the package received by Sesame will be treated as packaging material and may not be returned.

Sesame will cover the cost of shipping your Sesame Product back to you after service and repairs are completed for warranty claims. Expedited shipping is available upon request with an additional fee for select models.

ALL WARRANTIES IMPLIED BY LAW, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

THIS EXPRESS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, AGREEMENTS AND SIMILAR OBLIGATIONS OF SESAME. REPAIR OR REPLACEMENT AS PROVIDED IN THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY. IN NO EVENT WILL SESAME BE LIABLE FOR ANY AMOUNT GREATER THAN THE RETAIL PRICE OF THE SESAME PRODUCT. SESAME SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE SESAME PRODUCT.

SOME STATES DO NOT ALLOW LIMITATIONS ON WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.