



## EXTRAHOP RETURN PROCESS AND POLICY

### Return Process

ExtraHop Networks, Inc. ("**ExtraHop**") offers a repair and replacement service for eligible hardware appliances ("**Hardware**"). To be eligible, Hardware must be (i) unmodified, covered by ExtraHop's standard Hardware warranty or an active, fully-paid ExtraHop Support Plan, and (ii) purchased from ExtraHop or an ExtraHop authorized reseller. Please follow the steps below to request return of any non-conforming Hardware.

1. Customers experiencing issues with their Hardware should contact the ExtraHop support team.
2. An ExtraHop support engineer will open a case and perform a failure analysis to determine the cause of the issue.
3. If the Appliance is found to be defective, ExtraHop will, at its option, repair or replace the Hardware.
4. Replacement hardware ("**Replacements**") will be shipped to the customer in accordance with the customer's support plan and to the address ExtraHop has on file for the customer.

Defective Appliances must be returned to ExtraHop according to the return instructions and in the provided pre-paid packaging.

### Return Policy

ExtraHop is only obligated to repair or replace Hardware due to defective materials or workmanship, and has no obligation to repair or replace Hardware due to issues such as improper use or installation, modifications made to the Hardware by a customer or customer's agents or representatives, damage while in the control of a customer or issues external to the Hardware. Replacements will meet current manufacturing standards and may be refurbished units in like new condition. Customers who choose their own carrier for shipment or ship Hardware without fully following ExtraHop's return instructions will assume the risk of damage or loss in transit. Title to the returned Hardware transfers to ExtraHop upon receipt.

ExtraHop is not obligated to accept any Appliances that are not returned according to ExtraHop's instructions or for which ExtraHop has not authorized a return. ExtraHop will invoice customers for any returned hardware (i) with respect to any damage attributable to actions by a customer or its agents, or (ii) not returned within 10 days of shipment of the Replacement.

For questions regarding the status of your returned Hardware, please contact the ExtraHop support team or log into the ExtraHop Support Portal to view updated information.