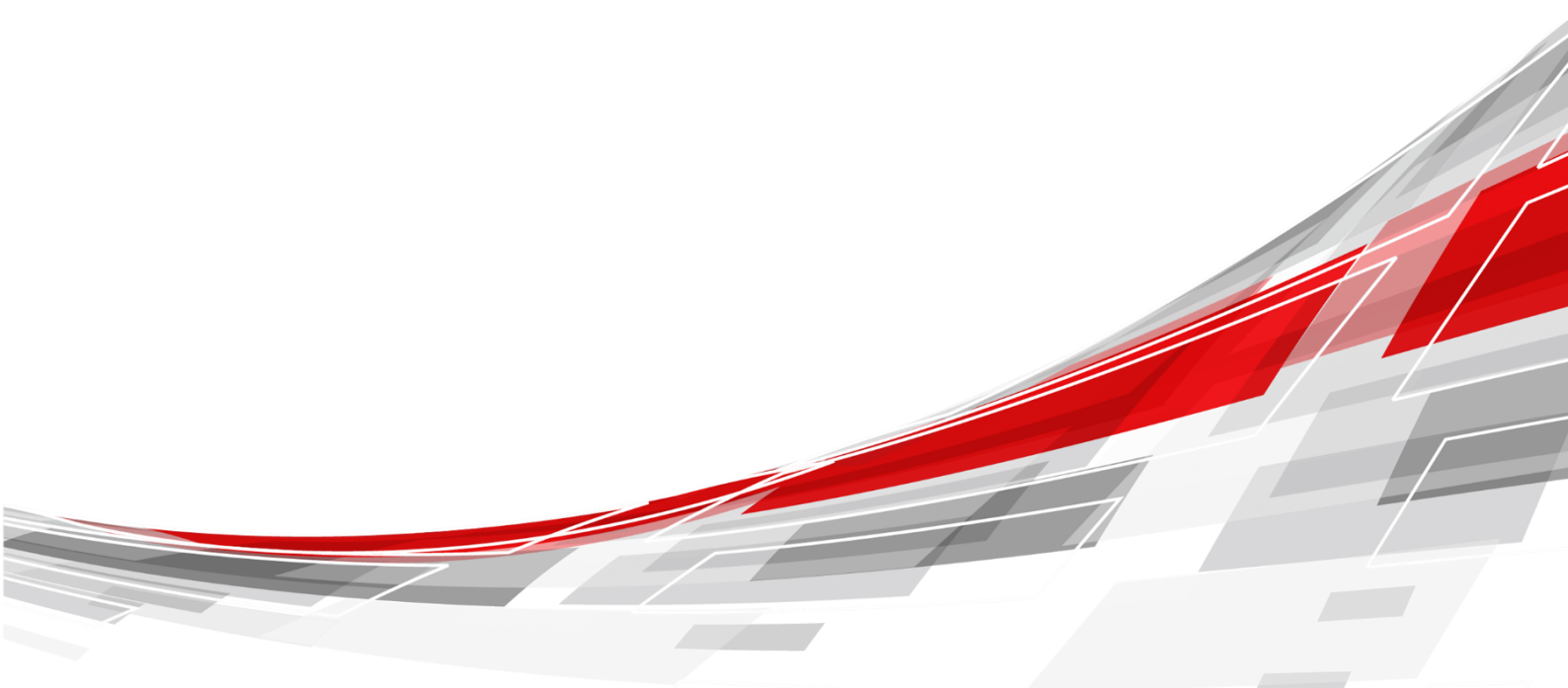


Defective Material Retention Service



Copyrights © XFUSION INTERNATIONAL PTE. LTD. 2026. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of XFUSION INTERNATIONAL PTE. LTD.

Trademarks and Permissions

XFUSION and other xFusion trademarks are trademarks of XFUSION INTERNATIONAL PTE. LTD.

All other trademarks and trade names mentioned in this document are the property of their respective holders.

Notice

The purchased products, services and features are stipulated by the contract made between xFusion and the customer. All or part of the products, services and features described in this document may not be within the purchase scope or the usage scope. Unless otherwise specified in the contract, all statements, information, and recommendations in this document are provided "AS IS" without warranties, guarantees or representations of any kind, either express or implied.

The information in this document is subject to change without notice. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied.

XFUSION INTERNATIONAL PTE. LTD.

Website: <https://www.xFusion.com>

Contents

1. Applicable Product.....	3
2. Service Description.....	3
3. Service Content.....	3
4. Service Exemption.....	3

1. Applicable Product

The scope of products covered by this service is the servers sold by xFusion.

2. Service Description

xFusion Defective Material Retention Service is a special service solution specially created and provided for customers who purchase xFusion server products. Through this service, the customer can choose to retain the faulty drives and/or memory when acquiring the replaced drives and/or memory, and can also choose the whole machine parts retention service to further meet the customer's needs of improving information security level, protecting confidential and private information security.

Defective Material Retention Service shall be purchased on the basis of xFusion on-site maintenance and warranty service (only when the warranty includes on-site service), and its service period must be consistent with the corresponding maintenance/warranty service period.

3. Service Content

Defective Material Retention Service mainly include:

- Confirm device information: Check basic information of the device and confirm if the device is xFusion product through the serial No.
- Authentication: For confirmed faulty parts, scan the serial No. and check if the product is in the maintenance period and if the Defective Material Retention Service is purchased.
- Troubleshooting: If the Defective Material Retention Service is purchased for the replaced faulty parts, the faulty parts will be handed over to the customer for processing. If the Defective Material Retention Service is not purchased for the faulty parts have not purchased the Defective Material Retention Service, the field service engineer of xFusion has the right to take the faulty parts away for processing.

4. Service Exemption

xFusion service exemption instruction is as follows:

1. xFusion service may fail to serve as required due to the following conditions:

- 1) Accidents caused by force majeure (such as fire, flood, earthquake and lightning strike).
- 2) Deterioration of service conditions caused by social problems (such as unrest, war, strike and government regulation).
- 3) The service cannot serve due to the interruption of energy supply (such as electricity, water and oil).

2. xFusion does not provide any clear or implied commercial and technical guarantees not covered herein.

3. In any case, xFusion shall not be liable for the direct or indirect economic loss due to this service instruction. The maximum amount of compensation for your losses caused by xFusion shall not be higher than the amount paid for purchasing the product/service.

4. This service is an optional service, and you can choose if purchase the related service and choose when to terminate it. If you purchase the related service, that is, you allow xFusion to access, collect and deal with fault, as well as detect, position and debug the related information. xFusion shall follow your request to access and process relevant information with your consent. As you are the controller of these information, xFusion shall not be able to confirm if these information contain confidential or personal data. You shall guarantee that xFusion will obtain or retain all necessary consents, licenses and authorizations ("consents") to provide the services in accordance with applicable legal requirements so that xFusion will not violate applicable legal requirements, your privacy policy, or the agreement between you and the user in providing the services.