



Warranty Services

Worldwide Warranty Policy and Limitations

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Western Digital ("WD") values your business and always attempts to provide you the very best of service.

No limited warranty is provided by WD unless your WD Product ("Product") was purchased from an authorized distributor or authorized reseller. Distributors may sell Products to resellers who then sell Products to end users. Please see below for warranty information or obtaining service. No warranty service is provided unless the Product is returned to an authorized return center in the region (warranty regions are identified as Canada, U.S.A., Latin America, Europe, Middle East, Africa, Asia Pacific, India and Thailand) where the Product was first shipped by WD, which may have regional specific warranty implications.

If your Product was purchased as a component integrated within a system by a system manufacturer, no limited warranty is provided by WD. Please contact the place of purchase or the system manufacturer directly for warranty service.

For customers who purchased Products in Australia and New Zealand, please refer to this link for your warranty coverage: <http://support.wdc.com/warranty/policy2.asp>. All other customers, your warranty coverage is described below.

Warranty Table of Contents

- [Warranty Policy](#)
- [Return Material Authorization \(RMA\)](#)
- [Extended Warranty](#)
- [Warranty Limitations](#)
 - [Limitation of Remedies](#)
 - [Limitation of Damages](#)
 - [No Consequential or Other Damages](#)
 - [Your Use of the Product](#)
 - [Additional Limitations on Warranty](#)

Warranty Policy

Retail Kits that are assembled and branded by Western Digital, along with internal drives sold as "Component Drives" (internal hard drives that WD sold and specifically did not package as part

of a Western Digital assembled and branded retail kit), come with a limited warranty. Please refer to the following warranty tables for basic product warranty information. Depending on the type of sales transaction, product warranty may differ from the general warranty information listed below.

- [Recertified Products](#)
- [USA, Canada and Latin America](#)
- [Europe, Middle East, Africa and India](#)
- [Asia Pacific](#)
- [India](#)

USA, Canada and Latin America

Product	Product Designator	Component Drive ¹	Retail Kit
Enterprise Drives:			
WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE	GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYS, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ	5-year	5-year
WD VelociRaptor	WDBACN	N/A	5-year
WD XE SAS Hard Drive	BKFG, BKHG, BKFF, HKHG	5-year	N/A
Small Office Storage Server:			
WD Sentinel DS6100, DS5100	WDBWVL, WDBYVE	N/A	1-year
WD Sentinel RX4100	WDBLVH	N/A	3-year
WD Sentinel DX4000	WDBLGT	N/A	3-year
WD Sentinel Drive Kit	WDBYBL, WDBBDN, WDBNSH	N/A	3-year
NAS:			
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	3-year (populated)
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	2-year (diskless)

Product	Product Designator	Component Drive¹	Retail Kit
My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4	WDBCTL, WDBZVM, WDBVKW, WDBWWD	N/A	2-year
WD Red Pro	FFSX	5-year	5-year
WD Red 3.5-inch	EFRX	3-year	3-year
WD Red 3.5-inch	WDBMMA	N/A	3-year
WD Red 2.5-inch	JFCX, BFCX	3-year	3-year
Networking:			
My Net Switch, My Net N600, My Net N750, My Net N900, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge	WDBJVC, WDBEAV, WDBAJA, WDBWVK, WDBABY, WDBAPK, WDBWNJ, WDBMRD	N/A	1-year
My Net N900 Central	WDBKSP	N/A	2-year
Desktop Drives:			
WD Purple	PURX	3-year	3-year
WD Black	AAEX, AALS, FAEX, FAES, FALS, FASS, AALX, AZEX, FZEX	5-year	5-year
WD Black	WDBAAZ, WDBMBE, WDBSLA	N/A	5-year
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX, EALS	2-year	3-year ³
WD Blue	WDBAAV, WDBAAW, WDBAAX	N/A	3-year
WD Blue	WDBH2D	N/A	2-year
WD Raptor X	AHFD	5-year	5-year
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	2-year	3-year

Product	Product Designator	Component Drive¹	Retail Kit
WD Green	WDBAAY	N/A	3-year
Mobile Drives:			
WD Black	BPKT, BPKX, BEKT, BEKX, BJKT	5-year	5-year
WD Black	WDBABD	N/A	5-year
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, BPVX, JPVT, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK	2-year	3-year ³
WD Blue	WDBABA, WDBABB, WDBABC, WDBMYH	N/A	2-year
WD Green	NPVT	2-year	N/A
CE Drives:			
WD AV, WD AV-GP, WD AV-25	AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX	3-year	3-year
External Drives:			
WD ShareSpace™	WDA4NC	N/A	3-year
My Passport Elite, My Passport Studio	WDML, WDMT, WDMS	N/A	5-year
My Book for Mac, My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book Pro, My Book Pro II, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Studio LX, My Book Live	WDBYCC, WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1T, WDG2TP, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACH, WDBACG, WDBCPZ	N/A	3-year
WD Elements SE, WD Elements, WD Elements Portable, My Book Essential,	WDBUZG, WDBU6Y, WDBBJH, WDBABV, WDE1U, WDE1MS, WDBAAU,	N/A	1-year

Product	Product Designator	Component Drive¹	Retail Kit
My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II	WDBPCK, WDBAAR, WDG1U, WDH1U, WDG1C, WDG1SU, WDG2T		
My Book, My Book Live Duo, My Book Essential, My Book for Mac, My Book 3.0	WDBFJK, WDBVHT, WDBAAF, WDBACW, WDBAAG, WDBAAK, WDBABP	N/A	2-year
My Passport Essential, My passport Essential SE, My Passport for Mac, My Passport Elite, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air, My Passport Ultra Metal	WDME, WDBACX, WDMEA, WDBAAC, WDBKKF, WDBGCH, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBTYH, WDBEZW	N/A	3-year ²
My Passport Studio	WDBAAE, WDBALG, WDBK8A, WDBS8P, WDBGJA, WDBU4M	N/A	3-year
My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Edge, My Passport Enterprise, My Passport Pro (Duo), My passport carrying case, My Passport Wireless	WDBY8L, WDBBEP, WDBACX, WDBKXH, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW, WDBK6Z, WDBHEZ, WDBRNB, WDBABK, WDBDAF, WDBK8Z, WDBLJT	N/A	2-year
Home Entertainment:			
WD TV, WD TV Mini, WD TV Live, WD TV Live Plus, WD TV Live Streaming, WD TV Live Hub, WD TV Play, WD TV Media Player	WDAVN, WDBABF, WDBAAL, WDBAAN, WDBABX, WDBG3A, WDBABZ, WDBHG7, WDBMBA, WDBHZM, WDBYMN	N/A	1-year
My DVR Expander eSATA Edition, My DVR Expander	WDG1S, WDH1S, WDBACS, WDBGLG	N/A	1-year

Product	Product Designator	Component Drive ¹	Retail Kit
USB Edition, My Book AV eSATA, My Book AV-TV			
My Book AV DVR Expander	WDBABT	N/A	2-year
Solid State Storage			
WD SiliconDrive CF	3xxxx	N/A	5-year
WD SiliconDrive II CF	45xx, 46xx, 48xx	N/A	5-year
WD SiliconDrive A100	71xx	N/A	5-year
WD SiliconDrive U100	49xx	N/A	5-year
Accessories:			
WD Nomad	WDBG RD0000NBK	N/A	2-year

[\[back to top\]](#)

Europe, Middle East, Africa and India

Product	Product Designator	Component Drive ¹	Retail Kit
Enterprise Drives:			
WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4- GP, WD VelociRaptor, WD RE SAS, WD SE	GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYS, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ	5-year	5-year
WD VelociRaptor	WDBACN	N/A	5-year
WD XE SAS Hard Drives	BKFG, BKHG, BKFF	5-year	N/A
Small Office Storage Server:			
WD Sentinel DS6100, DS5100	WDBWVL, WDBYVE	N/A	2-year
WD Sentinel RX4100	WDBLVH	N/A	3-year
WD Sentinel DX4000	WDBLGT	N/A	3-year
WD Sentinel Drive Kit	WDBYBL, WDBBDN, WDBNSH	N/A	3-year

Product	Product Designator	Component Drive¹	Retail Kit
NAS:			
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	3-year (populated)
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	2-year (diskless)
My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4	WDBCTL, WDBZVM, WDBVKW, WDBWWD	N/A	2-year
WD Red Pro	FFSX	5-year	5-year
WD Red 3.5-inch	EFRX	3-year	3-year
WD Red 3.5-inch	WDBMMA	N/A	3-year
WD Red 2.5-inch	JFCX, BFCX	3-year	3-year
Networking:			
My Net Switch, My Net N600, My Net N750, My Net N900, My Net N900 Central, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge	WDBJVC, WDBEAV, WDBAJA, WDBWVK, WDBKSP, WDBABY, WDBAPK, WDBWNJ, WDBMRD	N/A	2-year
Desktop Drives:			
WD Purple	PURX	3-year	3-year
WD Black	AAEX, AALS, FAEX, FAES, FALS, FASS, AALX, AZEX, FZEX	5-year	5-year
WD Black	WDBAAZ, WDBMBE, WDBSLA	N/A	5-year
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX, EALS	2-year	3-year ⁴

Product	Product Designator	Component Drive¹	Retail Kit
WD Blue	WDBAAV, WDBAAW, WDBAAX	N/A	3-year
WD Blue	WDBH2D	N/A	2-year
WD Raptor X	AHFD	5-year	5-year
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	2-year	3-year
WD Green	WDBAAY	N/A	3-year
Mobile Drives:			
WD Black	BPKT, BPKX, BEKT, BEKX, BJKT	5-year	5-year
WD Black	WDBABD	N/A	5-year
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, BPVX, JPVT, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK	2-year	N/A ³
WD Blue	WDBABA, WDBABB, WDBABC, WDBMYH	N/A	2-year
WD Green	NPVT	2-year	N/A
CE Drives:			
WD AV, WD AV-GP, WD AV-25	AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX	3-year	3-year
External Drives:			
WD ShareSpace™	WDA4NC	N/A	3-year
My Passport Elite, My Passport Studio	WDML, WDMT, WDMS	N/A	5-year
My Book for Mac, My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book Pro, My Book Pro II, My Book World, My Book World II, My Book Studio, My Book	WDBYCC, WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1T, WDG2TP, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACG, WDBCPZ	N/A	3-year

Product	Product Designator	Component Drive¹	Retail Kit
Studio II, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Live			
WD Elements SE, WD Elements, WD Elements Portable, My Book, My Book Essential, My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II	WDBUZG, WDBU6Y, WDBBJH, WDBAAR, WDBJRH, WDE1U, WDE1MS, WDG1U, WDH1U, WDG1C, WDG1SU, WDG2T	N/A	2-year
My Book, My Book Live Duo, My Book Essential, My Book for Mac, My Book 3.0	WDBFJK, WDBVHT, WDBAAF, WDBACW, WDBAAG, WDBAAK, WDBABP	N/A	2-year
My Passport Essential, My Passport for Mac, My Passport Elite, My Passport Studio, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air, My Passport Ultra Metal	WDME, WDMEA, WDBAAC, WDBAAE, WDBKKF, WDBGCH, WDBJBH, WDBALG, WDBK8A, WDBS8P, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBGJA, WDBU4M, WDBTYH, WDBEZW	N/A	3-year
My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Studio, My Passport Edge, My Passport Enterprise, My Passport Pro (Duo), My passport carrying case, My Passport Wireless	WDBAAA, WDBAAB, WDBABM, WDBACX, WDBABS, WDBABW, WDBACY, WDBBEP, WDBBXV, WDBFBW, WDBEMM, WDBHEZ, WDBK6Z, WDBKXH, WDBL1D, WDBY8L, WDBZZZ, WDBRNB, WDBABK, WDBDAF, WDBK8Z, WDBLJT	N/A	2-year
Home Entertainment:			
WD TV, WD TV Mini, WD TV Live, WD TV Live Plus, WD Elements Play, WD TV	WDAVP, WDBABG, WDBAAM, WDBAAN, WDBAAP, WDBKH2, WDBREC, WDBGXT, WDBACC,	N/A	2-year

Product	Product Designator	Component Drive¹	Retail Kit
Live Hub, WD TV Play, WD TV Media Player	WDBNLC, WDBACA, WDBMBA, WDBHZM, WDBYMN		
My DVR Expander eSATA Edition, My DVR Expander USB Edition, My Book AV eSATA, My Book AV-TV	WDG1S, WDH1S, WDBACS, WDBGLG	N/A	2-year
My Book AV DVR Expander	WDBABT	N/A	2-year
Solid State Storage			
WD SiliconDrive CF	3xxxx	N/A	5-year
WD SiliconDrive II CF	45xx, 46xx, 48xx	N/A	5-year
WD SiliconDrive A100	71xx	N/A	5-year
WD SiliconDrive U100	49xx	N/A	5-year
Accessories:			
WD Nomad	WDBGRD0000NBK	N/A	2-year

[\[back to top\]](#)

Asia Pacific

Product	Product Designator	Component Drive¹	Retail Kit
Enterprise Drives:			
WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE	GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYS, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ	5-year	N/A
WD XE SAS Hard Drives	BKFG, BKHG, BKFF	5-year	N/A
Small Office Storage Server:			
WD Sentinel DS6100, DS5100	WDBWVL, WDBYVE	N/A	1-year
WD Sentinel RX4100	WDBLVH	N/A	3-year

Product	Product Designator	Component Drive¹	Retail Kit
WD Sentinel DX4000	WDBLGT	N/A	3-year
WD Sentinel Drive Kit	WDBYBL, WDBBDN, WDBNSH	N/A	3-year
NAS:			
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	3-year (populated)
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	2-year (diskless)
My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4, My Passport Wireless	WDBCTL, WDBZVM, WDBVKW, WDBWWD, WDBDAF, WDBK8Z, WDBLJT	N/A	2-year
WD Red Pro	FFSX	5-year	5-year
WD Red 3.5-inch	EFRX	3-year	3-year
WD Red 3.5-inch	WDBMMA	N/A	3-year
WD Red 2.5-inch	JFCX, BFCX	3-year	3-year
Networking:			
My Net Switch	WDBJVC	N/A	1-year
My Net N600, My Net N750, My Net N900, My Net N900 Central, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge	WDBEAV, WDBAJA, WDBWVK, WDBKSP, WDBABY, WDBAPK, WDBWNJ, WDBMRD	N/A	3-year
Desktop Drives:			
WD Purple	PURX	3-year	3-year
WD Black	AAEX, AALS, AALX, AZEX, FAEX, FAES, FALS, FASS, FZEX	5-year	N/A
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX, EALS	2-year	N/A ³

Product	Product Designator	Component Drive¹	Retail Kit
WD Blue	WDBAAX	N/A	3-year
WD Raptor X	AHFD	5-year	N/A
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	2-year	N/A
WD Green	WDBAAY	N/A	3-year
Mobile Drives:			
WD Black	BPKT, BPKX, BEKT, BEKX, BJKT	5-year	N/A
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, JPVT, LPVT, TPVT	2-year	N/A ³
WD Blue	WDBABC	N/A	3-year
WD Green	NPVT	2-year	N/A
CE Drives:			
WD AV, WD AV-GP, WD AV-25	AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX	3-year	N/A
External Drives:			
WD ShareSpace™	WDA4NC	N/A	3-year
My Book Pro, My Book Pro II	WDG1T, WDG2TP	N/A	5-year ²
My Passport Elite, My Passport Studio	WDML, WDMT, WDMS	N/A	5-year
My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Mac Edition, My Book Essential, My Book Home, My Book Office, My Book Elite, My	WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1U, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACG, WDBVHT, WDBCPZ	N/A	3-year

Product	Product Designator	Component Drive¹	Retail Kit
Book Studio, My Book Live, My Book Live Duo			
My Book, My Book Essential, My Book Premium Edition, My Book Premium ES, My Book Premium Edition II	WDBFJK, WDG1U, WDG1C, WDG1SU, WDG2T	N/A	3-year ²
My Book Essential, My Book for Mac, My Book 3.0	WDBYCC, WDBAAF, WDBACW, WDBAAG	N/A	3-year
WD Elements SE, WD Elements, WD Elements Portable	WDBUZG, WDBU6Y, WDBBJH, WDBABV, WDE1U, WDE1MS, WDBAAR	N/A	3-year ⁵
My Passport Essential, My Passport for Mac, My Passport Elite, My Passport Studio, My Passport Edge, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air, My Passport Ultra Metal	WDME, WDMEA, WDBAAC, WDBAAE, WDBK8A, WDBALG, WDBKKF, WDBGCH, WDBK6Z, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBGJA, WDBU4M, WDBTYH, WDBEZW	N/A	3-year ²
My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Pro (Duo), My passport carrying case	WDBY8L, WDBBEP, WDBKXH, WDBACX, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW, WDBRNB, WDBABK	N/A	3-year
Home Entertainment:			
WD TV, WD TV Mini, WD TV Live, WD TV Live Streaming, WD TV Play, WD TV Media Player	WDAV, WDBAAM, WDBAAN, WDBAAP, WDBABF, WDBABG, WDBGXT, WDBHG7, WDBMBA, WDBHZM, WDBYMN	N/A	1-year
WD Elements Play, WD TV Live Hub	WDBACB, WDBACC, WDBNLC, WDBMCE, WDBABZ, WDBACA	N/A	3-year
My DVR Expander eSATA, My DVR Expander USB, My Book AV eSATA, My	WDG1S, WDH1S, WDBACS, WDBABT, WDBGLG	N/A	3-year

Product	Product Designator	Component Drive¹	Retail Kit
Book AV DVR Expander, My Book AV-TV			
Solid State Storage			
WD SiliconDrive CF	3xxxx	N/A	5-year
WD SiliconDrive II CF	45xx, 46xx, 48xx	N/A	5-year
WD SiliconDrive A100	71xx	N/A	5-year
WD SiliconDrive U100	49xx	N/A	5-year
Accessories:			
WD Nomad	WDBG RD0000NBK	N/A	2-year
Thailand Only			
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX	3-year	N/A
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	3-year	N/A
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, JPVT, LPVT, TPVT, JPVX, SPCX, BPVX, LPCX, LPVX	3-year	N/A

[\[back to top\]](#)

India

Customers in India

Courier pickup service is only available from the [following pin codes](#). Customers from the [following pin codes](#) are required to fill out the VAT form and send it to the tax authorities and a copy to customercare.wd@flextronics.com Please make sure to include the RMA number on your email.

[Frequently Asked Questions](#)

¹ Any Non-Kitted Hard Drive sold to Authorized WD Distributors.

² Effective for products purchased since March 1st, 2007.

³ Effective for products purchased since August 1st, 2007. Drives purchased previously have 1 year warranty.

⁴ Effective for products purchased since March 1st, 2007. Drives purchased previously have 2 year warranty.

⁵ Effective for products purchased since October 1st, 2007. Drives purchased previously have 1 year warranty.

[†] Warranties may vary in regions that belong to the [European Union](#)

Note:

The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller and extends only for the period of time set forth in the Product documentation.

Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. To verify the warranty of your Product and update your purchase date (if required), please use our online [Warranty Status Check](#) service. In the United States, some states do not allow limitations on how long implied warranties last, so the above limitation may not apply to you.

Please refer to your Product manual for a statement of your limited warranty. A Product manual can be obtained from your authorized distributor or reseller or the [WD web site](#).

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FACE OF THE WD LIMITED WARRANTY. WD DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRODUCTS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IN THE UNITED STATES, SOME STATES DO NOT ALLOW THE EXCLUSION OF THE IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

Recertified Products

WD recertified products may consist of customer return units and may be repaired. All products are tested and determined to meet WD's stringent quality standards before they are sold as recertified. Please note that some recertified items may have marks, scratches, or other slight signs of wear.

All recertified products carry manufacturer's limited warranty of 6 months.

Return Material Authorization (RMA)

No Product may be returned directly to WD without first contacting WD for a Return Material Authorization ("RMA") number. If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to you at your expense.

Authorized returns are to be shipped prepaid and insured to the address on the RMA in an [approved shipping container](#). Your original box and packaging materials should be kept for storing or shipping your Product. If upon inspection of your returned Product WD suspects fraud or deems such Product to be counterfeit, WD may, in its sole discretion, confiscate such Product or take such other actions as it deems necessary. To request an RMA, please click [here](#).

Extended Warranty

Customers can purchase an extended warranty on eligible WD products with less than a 3-year warranty. The maximum warranty period for these products, including any warranty extension, cannot be longer than 3 years from the date of purchase. Extended warranty is currently available for [purchase online](#)

Warranty Limitations

WD's limited warranty provides that, subject to the following limitations, each Product will be free from defects in material and workmanship and will conform to WD's specification for the particular Product.

Limitation of Remedies

YOUR EXCLUSIVE REMEDY FOR ANY DEFECTIVE PRODUCT IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT.

WD may elect which remedy or combination of remedies to provide in its sole discretion. WD shall have a reasonable time after determining that a defective Product exists to repair or replace a defective Product. WD's replacement Product under its limited warranty will be manufactured from new and serviceable used parts. WD's warranty applies to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

Limitation of Damages

WD'S ENTIRE LIABILITY FOR ANY DEFECTIVE PRODUCT SHALL IN NO EVENT EXCEED THE PURCHASE PRICE FOR THE DEFECTIVE PRODUCT. THIS LIMITATION APPLIES EVEN IF WD CANNOT OR DOES NOT REPAIR OR REPLACE ANY DEFECTIVE PRODUCT AND YOUR EXCLUSIVE REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

No Consequential or Other Damages

NOTWITHSTANDING ANYTHING ELSE IN THIS POLICY OR OTHERWISE, WD WILL NOT BE LIABLE WITH RESPECT TO THE PRODUCTS UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY (I) FOR ANY AMOUNT IN EXCESS OF THE PURCHASE PRICE FOR THE DEFECTIVE PRODUCT OR (II) FOR ANY GENERAL, CONSEQUENTIAL, PUNITIVE, INCIDENTAL

OR SPECIAL DAMAGES. THESE INCLUDE LOSS OF RECORDED DATA, INTERRUPTION OF USE, THE COST OF RECOVERY OF LOST DATA, LOST PROFITS AND THE COST OF THE INSTALLATION OR REMOVAL OF ANY PRODUCTS, THE INSTALLATION OF REPLACEMENT PRODUCTS, AND ANY INSPECTION, TESTING, OR REDESIGN CAUSED BY ANY DEFECT OR BY THE REPAIR OR REPLACEMENT OF PRODUCTS ARISING FROM A DEFECT IN ANY PRODUCT. THIS SECTION DOES NOT LIMIT LIABILITY FOR BODILY INJURY OF A PERSON.

IN THE UNITED STATES, SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS ABOVE MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Your Use of the Product

WD will have no liability for any Product returned if WD determines that:

- The product was [stolen from WD](#).
- The asserted defect:
 - is not present,
 - cannot reasonably be fixed because of damage occurring when the Product is in the possession of someone other than WD, or
 - is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers (unless authorized to do so by Western Digital or an authorized Service Center)), accident or mishandling while in the possession of someone other than WD.
- The Product was not sold to you as new.
- The product was not used in accordance with Western Digital specifications and instructions.
- The product was not used for its intended function (for example, desktop drives used in an Enterprise environment).

Additional Limitations on Warranty

Western Digital's warranty does not cover Products which have been received improperly packaged, altered, or physically damaged. Products will be inspected upon receipt. You can view additional examples of the warranty limitations below by clicking on the available links.

Packaging

- [Improperly packaged](#)
- [Non-qualified shipping container](#)

Alterations

- [Counterfeit label\(s\)](#)
- Customer added jumper wires
- Incorrect PCBA/HDA pair
- [Labels have been switched:](#)
 1. True Western Digital label on non-Western Digital drive
 2. True Western Digital label on different capacity Western Digital Drive
- [Labels exhibit tampering](#)
- [Label missing standard printing such as UL or capacity](#)
- [Missing barcode or top cover label](#)
- [No tape seal – \(non-authorized data recovery sticker\)](#)
- [Serial number on top cover does not match barcode on end](#)
- [Western Digital labels or breather filter holes obscured by customer applied stickers](#)

Damage

- [Broken pins on connector](#)
- [Connector\(s\) are damaged, cracked, missing or broken](#)
- Cracked components on the circuit board
- [Dented base casting](#)
- [Torn or punctured tape seal](#)
- [Dented top cover](#)
- [Deep scratch](#)
- [Loose, damaged, or missing screws](#)
- Lifted or punctured servo clock hole (SCSI)
- Missing servo clock hole (SCSI)
- [Missing PCBA \(Circuit Board\)](#)
- Obscured breather filter holes
- [Punctured at servo writer access port](#)
- Punctured inspect pivot seal
- Scratch exposing copper trace
- Stripped mounting hole threads

If an alphabetic character appears after the Product date code (example: 05 Apr 99 X), the Product has been re-certified and may not be subject to the terms of WD's warranty as it applies only to products sold as new.

<http://support.wdc.com/warranty/policy.asp?custtype=end&lang=en>

Manufacturer's warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.