

Veritas Appliance Services

Service Description – Veritas Relocation Logistics Service

Service Overview

This Service Description, with any attachments included by reference, is part of any agreement or certificate (“Terms”) which incorporates this Service Description by reference (collectively, the “Agreement”), for the Veritas Relocation Logistics delivery service (“Veritas Relocation Logistics” or the “Service”).

Table of Contents

- **Technical/Business Functionality and Capabilities**
 - Service Features
- **Additional Service Terms**
- **Countries Serviced**
- **Definitions**

Technical/Business Functionality and Capabilities

Services not specifically set forth in this Service Description are considered out of scope. Customer acknowledges and agrees that Veritas can only perform the Service in certain locations and only if Customer provides the required information or performs required actions as set forth in the Agreement or as reasonably requested by Veritas. In the event that the Customer does not meet any of the applicable Customer obligations/responsibilities, Veritas’ delivery of the Service may be delayed, impaired or prevented.



Service Features

Service Overview

Veritas Relocation Logistics Services provides Customers with the pickup, shipment and transport of a Veritas Appliance that Customer is relocating from a source location (“Source Site”) to a destination location (“Destination Site”).

The Service, in conjunction with the separate purchase of an Appliance Standard Relocation and Appliance Installation Service, simplifies the logistics process and offers the complete removal, shipping and, if applicable, reinstall of the Appliance with a new factory configuration. Customer’s separate purchase of the Appliance Standard Relocation Service is required for Veritas to deliver the Service for the Appliance.

The Service includes the following:

- Veritas arranges and is responsible for the pickup, shipment, and delivery of the Appliance from a single Source Site to a single Destination Site in specified, supported countries as outlined in the ‘Countries Serviced’ section, below.
- Veritas will communicate shipment notification at dispatch and provide Customer with tracking details.

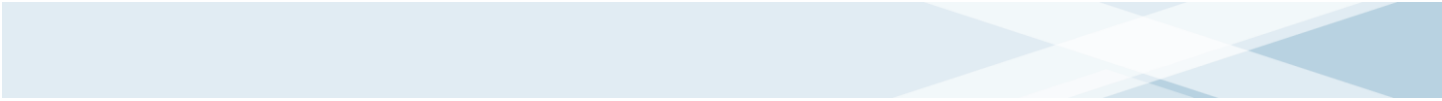
Service Tasks

Veritas will:

- Engage a carrier to pick up the Appliance from the Source Site premises dock or exterior reception location
- Communicate expected shipment date to Customer
- Communicate shipment notification to Customer on dispatch
- Deliver the Appliance to the Destination Site premises dock or exterior reception location

Customer Responsibilities:

- Customer to provide all information requested by Veritas in the manner specified by Veritas, including
 - Address of the Source Site and Destination Site customer locations,
 - Customer contact name and phone numbers for both Source Site and Destination Site,
 - Customer location requirements for both Source Site and Destination Site,
 - Customer tax registration number if applicable, and

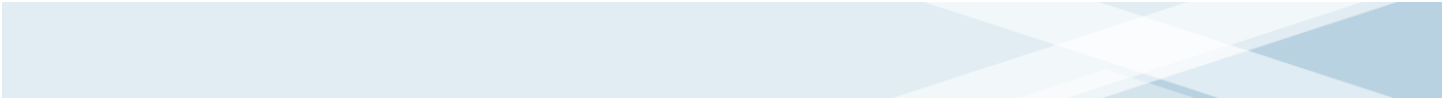
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- Customs broker details if applicable.
 - Customer will be responsible for customs clearance of the Appliance shipment, including the following:
 - Customer will serve as, or appoint a third party to serve as, IOR for the Appliance,
 - Customer will pay all taxes and duties related to the Appliance shipment at the time of importation and customs clearance,
 - Customer will utilize export documentation provided by Veritas as needed,
 - Customer will procure all required import licenses and prepare all required import documentation and ensure that Veritas has access to copies of such licenses and documentation at all times during Service delivery, and
 - If Customer appoints a customs broker to assist with customs and importation requirements, Customer will ensure that Veritas has access to such customs broker at all times during Service delivery.
 - Customer will unload the Appliance from the delivery vehicle and transport the Appliance to the desired installation site within the Destination Site.
 - Customer will be responsible for Appliance installation, unless separately arranged with Veritas.
 - Customer will nominate a 'Point of Contact' to liaise with Veritas at all times during the provision of the Service. The Point of Contact will have the necessary knowledge and authority to make decisions concerning the Service, along with the technical and business resources and knowledge of the Customer's environment to assist Veritas to deliver the Service.
 - Customer will separately purchase the Appliance Standard Relocation Service for the Appliance.

Additional Service Terms

- Any service acceptance language included in the Terms will not apply to the Service.
- Appliance being relocated must have a valid Appliance hardware and software support contract
- Use of the Service does not impact the title or warranty terms applicable to the Appliance or the technical support terms applicable to Veritas Appliance Support.

Countries Served

The Service is subject to all export/import restrictions and laws as outlined in the Terms. The availability of the Service is limited to the following countries. All requests requiring the Service in countries not listed will not be supported.



Americas	EMEA	APJ
United States of America Canada	United Kingdom France Spain Germany Netherlands Sweden Italy Denmark Belgium Austria Ireland	Region not supported

Definitions

Capitalized terms used in this Service Description, and not otherwise defined in the Agreement or this Services Description, have the meaning given below:

“Appliance” means the Veritas appliance that Customer has separately purchased, and for which Customer is purchasing the Service.

“Destination Site” means the address of the location to which the Appliance should be delivered by Veritas. Changes in the Destination Site after purchase will be subject to then-current Veritas processes and requirements.

“Importer of Record” or **“IOR”** refers to the importer, whether an entity or individual, who is legally responsible for ensuring that goods are imported in accordance with the laws and regulations of the import country. The IOR is responsible for filing legally required documents. Payment of the assessed import duties and other taxes on the imported goods are also to be paid by the IOR, or by a third party on behalf of the IOR.

“Source Site” means the address of the location from which the Appliance should be picked up by Veritas. Changes in the Source Site after purchase will be subject to then-current Veritas processes and requirements.

END OF SERVICE DESCRIPTION