

Date: Jan 21, 2026

Seagate and Affiliates - Order Confirmation

Your Order/RMA (Return Material Authorization) Number is IR60412579

Your Order Reference is IR60412579

This Seagate RMA (Return Material Authorization) is valid for 30 days from the issue date below. Please verify your name and address in order to prevent any delay during delivery of your shipment. Seagate reserves the right not to process any return that does not comply with the **Seagate Return Policy** <https://www.seagate.com/support/warranty-and-replacements/return-policy/> and the **Seagate E-Commerce & RMA Terms**

<http://www.seagate.com/support/warranty-and-replacements/ecommerce-terms/>

Please verify your name and address in order to prevent any delay during delivery of your shipment.

Please refer to your Order Number when inquiring about your order. **IMPORTANT:** If there are any errors in the order, or if you need further assistance, or if you do not accept the Shipping Instructions, Seagate Return Policy and the E-Commerce Terms, please find appropriate contact for your region to cancel your order at:

<http://www.seagate.com/support/contact-support/>

If we do not hear from you within 4 hours of your initial placement of the order, you will be deemed to have accepted the Shipping Instructions, Seagate Return Policy and the E-Commerce Terms.

Seagate Return Location

SEAGATE TECHNOLOGY(UPS)
UPS-SCS UK LTD

RMA Number: IR60412579

Cross Point Business Park
Coventry CV2 2SY
United Kingdom

Issue Date: 2026-01-21

Order Reference: IR60412579

Customer Information:

Bill: ERT2000

Sam

Savin

Wurzel Ltd

The Old Coal Yard

Gagingwell

Chipping Norton OX7 4EF

Oxfordshire

United Kingdom

Ship: ERT2000

Sam

Savin

Wurzel Ltd

The Old Coal Yard

Gagingwell

Chipping Norton OX7 4EF

Oxfordshire

United Kingdom

Emailed To : SUPPORT@WURZEL.CO.UK

Currency Displayed :USD

Line / Num	ARO / CRB	Return Type / Return Reason	Seagate PN	Model / Ref #	Issue Date / Request quantity
000010	N	Return for Exchange	2BD186-500	ST6000VX001	1
	N	Field Failure			
Customer PN:					
Qty : 1	Warranty :	Credit (Unit) : \$0.00 USD		Shipmet(Unit) :\$0.00 USD	
Serials : WSC27V5Q					

Total Requested Quantity : 1

Warranty Claim Validation Process

In order to protect your privacy and other interests in data, delete all data, or as much as possible, from your product before returning it to Seagate. By returning your product to Seagate, you agree to the Seagate repair process as described in the [Seagate Return Policy](#), including the transfer of your data to countries that may not offer the same level of data protection as your home country, as well as the deletion of your data. For more information about the process used by Seagate to repair products, please see [Data Erasure for Returned Products](#).

Seagate validates every warranty claim through visual, mechanical, and functional testing to ensure that the returned product is in compliance with the [Seagate Return Policy](#) and the [Seagate Warranty Void Checklist](#). Please note that evidence of the following will result in rejected warranty claims:

- Tampered, Altered or Misused products.
- Electrical Overstress.
- Improper Packaging. Please see [Packaging & Shipping Instructions](#) for more information.
- Out-of-Warranty, or Void Warranty.
- No Trouble Found (NTF). Before returning your product, you may use the [Seagate SeaTools](#) diagnostic tool to determine the condition of your product and whether it is eligible to be returned under warranty.

If a product is returned in compliance with these Terms and the [Seagate Return Policy](#), Seagate will provide a functionally equivalent replacement product or credit, in accordance with your product warranty or agreement in place with Seagate directly.

Seagate may replace your product with a product that was previously used, repaired and tested to meet Seagate specifications.

Packing and Shipping Instructions

Packing instructions For INTERNAL Products:

Remove all accessories and/or spare parts. Ship the DRIVE ONLY. Seagate is not responsible for accessories; they cannot be returned.

Some examples of accessories are:

- Adapters
- Cases
- Literature and Manuals
- Software
- Mounting brackets
- Power Supply
- Slide rails

Packing instructions for EXTERNAL Products: For Other EXTERNAL Products:

- Please DO send back to Seagate:
 - o External Drive
 - o Power Adapter
- Please DO NOT send back to Seagate:
 - o Interface Cables
 - o Product Literature and Manuals
 - o Drive Stand
 - o Software

For Seagate GoFlex Products:

- Please see [Knowledge Base Document ID: 219711](#) for instructions on which component(s) to return to Seagate in a warranty return shipment.

For Samsung External Products:

- Please DO NOT send accessories back to Seagate.

How to pack your product(s):

Use original packaging when possible:

- Do not mix different RMA numbers in one box.
- Enclose each INTERNAL product in an ESD (electrostatic discharge) bag or in an anti-static plastic shell (SeaShell).
- Place the drive in a bubble wrap envelope or a box lined with bubble wrap. Do not use packing pellets, peanuts, air bags or newspaper.

- If packaging more than one product, use a separate container for each product.
- Print the order number on the outside of each box.
- Failure to pack properly will result in rejection / warranty void of your warranty claim.
- For more information on how to pack multiple products, please view:
<https://www.seagate.com/support/warranty-and-replacements/packing-and-shipping-instructions/>

How to ship your product(s):

Unless covered under a contractual agreement, the following applies to all customer returns:

- You must pay shipping costs for all shipments from you to Seagate
Ship your product to the Seagate address provided in the Order Acknowledgement/Confirmation via the carrier of your choice. Please use a method with ability to trace shipment. Seagate is not responsible for shipments for which the carrier cannot provide proof of delivery.
- You must pay all applicable taxes and duties/customs charges for shipments to and from Seagate.
- Please read the [Seagate Return Policy](#) below before returning your product.
- Do not enclose any personal notes within your parcel.
- Any required data recovery service must be completed BEFORE shipping the product to Seagate for replacement. Data recovery is not covered under the Seagate limited consumer warranty and is not part of the repair and exchange process. If you would like data recovery performed on your product it is available from Seagate as a separate service for an additional charge. Please see: <http://www.seagate.com/services-software/> for additional information on Seagate's data recovery service.
- For European customers, a T1 document must accompany the shipment if applicable (notify your agent).
- For customers in Brazil, please print the required form (Pessoa Fisica) or the instructions to create a receipt (Pessoa Juridica) to return your product. Products returned without required documentation will not be able to be processed and will be returned to sender.
To print the required form, go to the following link:
<https://www.seagate.com/files/www-content/support-content/warranty/pt-br/docs/nov-%20formulario-pessoa-fisica.PDF>
<http://www.seagate.com/www-content/support-content/warranty/pt-br/docs/pessoa-juridica.pdf>
To print out the document, enter your corresponding order number and last name to find the order. On the Order Details page, under the Return Location section, select End User or Business.
- NO COLLECT SHIPMENTS WILL BE ACCEPTED without prior authorization from Seagate. Shipments arriving at Seagate with charges due are subject to being returned (unrepaired) with all charges, including return expenses, due and payable by the originator.
- You are responsible for saving or backing up data contained in any product returned to Seagate. SEAGATE WILL HAVE NO RESPONSIBILITY FOR SUCH DATA AND WILL HAVE NO LIABILITY ARISING OUT OF ANY DAMAGE TO OR LOSS OF SUCH DATA WHILE THE PRODUCT IS IN SEAGATE'S POSSESSION.
- For customers shipping outside of the designated locations' country (crossing borders), please include the following with your shipping documents:

(* denotes required information from customs)

- Customer Return Order Number (RMA#)*
- Shipper Name and Address*
- Ship To Name and Address*
- Description of Product (Internal Hard Drive, External Hard Drive)*
- Seagate's Part Number*

- Serial Number*
- Model Number (Optional)
- Total qty shipped*
- Total box qty shipped*
- Value per Hard Drive based on the purchase price*
- Country of Manufacturing* (Note: The COM or Country of Origin (COO) is identified on the drive label for both internal and external drives. External products will typically have an "Assembled in XX" and a "Product of XX"; "Product of XX" is considered the COM/COO. For internal products the COM/COO is usually identified as "Product of XX" but you may also see "Designed in US" for some products.)
- International Customers: Customs invoice (Pro Forma Invoice) or packing list is required to be included with your shipment for Customs purposes.

Replacement Product Notice:

- Your original product will NOT be returned to you.
- Replacement products are factory-repaired products.
- Replacement products carry the greater of: original warranty balance or 90 days.
- Delivery is during normal business hours to the address you provided.
- All data and software on your returned product will be lost.
- Replacement products arrive low-level formatted.
- Any required data recovery service must be completed BEFORE requesting a RMA from Seagate.

PRODUCT MUST BE SHIPPED TO:

(cut on lines for shipping label, if desired. This is shipping label only and NOT postage.)

SEAGATE TECHNOLOGY(UPS)
UPS-SCS UK LTD

Order Number: IR60412579

Cross Point Business Park
Coventry CV2 2SY
United Kingdom

YOU CAN TRACK THE STATUS OF THIS RMA ONLINE AT <http://www.seagate.com/support/warranty-and-replacements/>

ALWAYS REFERENCE RMA NUMBER when inquiring about or sending in your order.

Please review your order and read the Shipping Instructions and Seagate Return Policy above. Your return is subject to the E-Commerce Terms available at: <http://www.seagate.com/support/warranty-and-replacements/ecommerce-terms>.

For information on Data Erasure for Returned Products, please go to the following link: <http://www.seagate.com/support/warranty-and-replacements/data-overwriting>.

To see the current Seagate Warranty Void Checklist, please go to the following link: <http://www.seagate.com/support/warranty-and-replacements/void-warranty-checklist/>.

For SeaTools information go to: <http://www.seagate.com/support/downloads/seatools/>

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