

## RECOVERY SERIES PLEDGE PROGRAM

### OUR PLEDGE: FUTURE-PROOF YOUR INVESTMENT

### Pledge Key Benefits

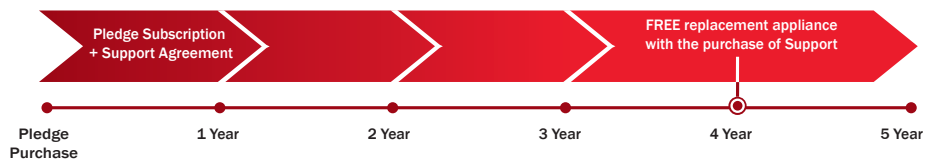
- Easily refresh hardware and software while staying within your budget.
- Convenient payment plans.
- Access to RapidReplacement support.
- Receive a replacement appliance any time after year four.
- Keep IT budgets predictable while keeping your backup protection up-to-date.

### Hardware That's Forever Young

The innovative Unitrends Pledge program gives you an easy, budget-friendly way to keep your backup environment up-to-date. Add Unitrends Pledge to your active support contract and we will refresh your Unitrends appliance every four years at no additional cost.

### RapidReplacement™ Support

Your Unitrends Support contract gives you access to our award-winning support organization – a team recognized for support excellence and a 98% customer satisfaction rating. Add Pledge to your support contract and get a replacement of your appliance every four years and RapidReplacement™ next-business-day shipment of replacement appliances in the event of a hardware failure.



Pledge is the easy way to stay current with the latest Unitrends innovations in backup and continuity hardware and software.

**Q. Who is eligible for a Pledge replacement appliance?**

A. Recovery Series appliance customers who have all of the following:

1. An active Pledge contract when the replacement appliance is requested.
2. An active Pledge subscription maintained in good standing for four years.
3. An active Unitrends Support agreement in good standing.

**Q. If I enroll in Pledge, how soon can I request a replacement appliance?**

A. You are eligible to receive a free replacement appliance on the 49<sup>th</sup> month after your initial appliance purchase date.<sup>1</sup>

**Q. Can I continue with Pledge even after I receive my replacement replacement?**

A. Yes, simply maintain an active Pledge subscription and Support contract for your next appliance.



**Q. What can I expect in my replacement appliance?**

A. Your replacement appliance will be an equivalent model with the same or more capacity than the one it replaces. Plus, your Recovery Series appliance will include the latest innovations and features in our backup software.

**Q. What if I want a larger capacity model than my Pledge replacement?**

A. We will credit you for the cost of the appliance that you are entitled to toward the purchase of a larger capacity model. You simply pay the difference.

**Q. When I'm eligible, how do I get my replacement appliance?**

A. Simply request your replacement. We will send you the specifics on how to make the request when you enroll.

**Q. What do I do with my existing appliance when I receive my replacement?**

A. When we send you a replacement appliance, we will also provide instructions on how to return the older appliance to Unitrends at no cost to you.

**Q. Do I need to purchase Pledge on the same day that I purchase my appliance?**

A. No. You have up to three months after the purchase of the Unitrends Recovery Series appliance to purchase your Pledge coverage.

**Q. What payment terms are available?**

A. We offer three payment options to suit your budgetary cycle: annual, three-year, and five-year terms.

**Important Note:** To receive a Pledge replacement appliance at month 49 under annual or three-year Pledge payment terms, you must renew your Pledge agreement *before* it expires *and* maintain an active subscription through year four.

**Q. When do I need to renew my Pledge subscription?**

A. To be eligible for a replacement appliance, you must maintain an active Pledge subscription for four consecutive years. You may need to renew your Pledge subscription before receiving your replacement appliance, depending on the Pledge payment terms you chose:

- **Annual term:** To maintain the subscription and your eligibility for a replacement appliance, you must renew Pledge annually through year four *before* the original term expires.
- **Three-year term:** Before your original term expires, you need to renew for one or more additional years.
- **Five-year term:** You do not need to renew before requesting a replacement appliance at month 49 or later. You *do* need to renew at the end of the five-year term to continue your Pledge subscription and maintain your eligibility for future replacement appliances.

1. Provided your support contract and Pledge agreement are still active. Replacement appliances cannot be requested after expiration of either a Support or Pledge contract. Applies to purchases after May 15, 2014.

GET YOUR FREE TRIAL

Unitrends increases uptime and confidence in a world in which IT professionals must do more with less. Unitrends leverages high availability hardware and software engineering, cloud economics, enterprise power with consumer-grade design, and customer-obsessed support to natively provide all-in-one enterprise backup and continuity. The result is a “one throat to choke” set of offerings that allow customers to focus on their business rather than backup. Learn more by visiting [unitrends.com](http://unitrends.com) or follow us on LinkedIn and Twitter @Unitrends.