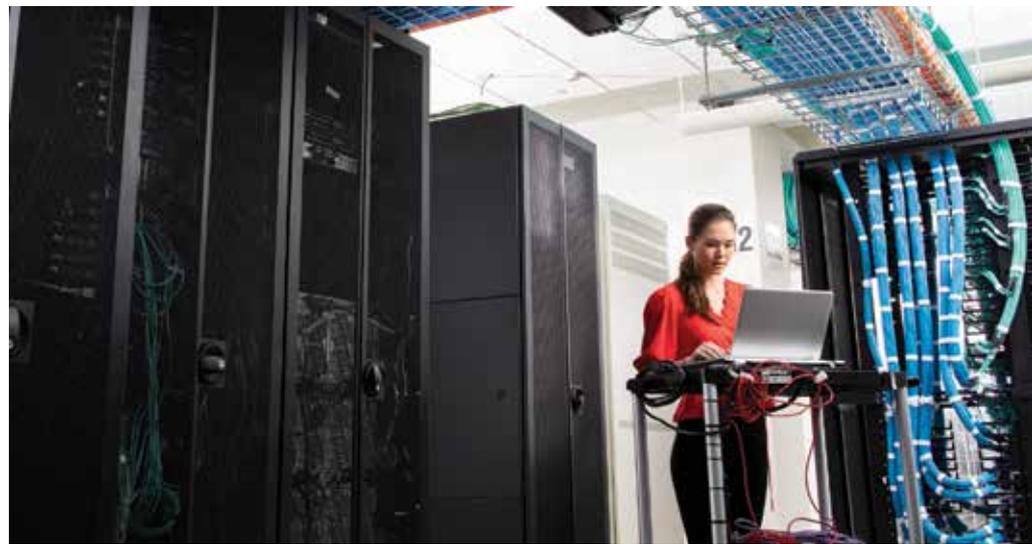




# HPE Primera Satisfaction Guarantee

Storage satisfaction ahead



9/10

**Transformed customer experience and support experience through HPE InfoSight predictive analytics**

Nine out of ten support issues are discovered before there is an issue.

100%

**Guaranteed availability**

The **100% Availability Guarantee** is a standard benefit of being an HPE Primera customer with the standard HPE Proactive Care or higher support contract.

We believe that once you experience HPE Primera, you will become a satisfied, lifelong customer.

HPE Primera delivers the agility of the cloud and raises the bar on resiliency and performance, so you can enable innovation without compromise. Built upon proven resiliency and powered by HPE InfoSight, HPE Primera delivers instant access to data with storage that sets up in minutes and can be delivered as a service. It ensures always-fast and always-on storage for all mission-critical applications.

Try HPE Primera for 30 days at no risk. If you are not completely satisfied with the benefits and capabilities of **HPE Primera** as **outlined in our product specifications**, we will work with you to make things right.

**For example, if you are not satisfied, HPE may:<sup>1</sup>**

- Provide HPE storage expertise
- Work to resolve any issues experienced
- Deliver additional storage

If the product still does not perform to the benefits and capabilities as outlined in our **product specifications**, simply return your HPE Primera array for a full refund.

**Why are we so confident?**

There are already thousands of satisfied HPE storage customers. Each satisfied HPE storage customer is a reason for you to try.

<sup>1</sup> To be determined at HPE's discretion.





“I spend my nights and weekends, as well as some serious dollars, managing and upgrading my storage systems,”

– Michael York, Sr. Systems Engineer, Asante.

“I’m looking forward to deploying HPE Primera with its self-setup, self-tuning, and automatic upgrades that don’t disrupt applications. The extremely simple management experience is something that I didn’t know was possible from a high-end platform.”<sup>2, 3</sup>

### HPE Primera Satisfaction Guarantee details

- This guarantee applies to new and purchased HPE Primera flash storage (no POC or demo units).
- The 30-day period starts from the time HPE Primera arrives at the customer site, as determined by HPE.
- HPE Primera must be installed with HPE InfoSight auto-support capabilities enabled.
- The customer must work with Hewlett Packard Enterprise on good faith remediation prior to a full refund as outlined in this guarantee.
- Returned HPE Primera arrays must be in a like-new condition as determined solely by HPE. Customer will be responsible for refurbishing costs in all other situations.
- All remedies, including a full refund, are at the sole discretion of HPE.
- Hewlett Packard Enterprise reserves the right to modify, cancel, or otherwise update the Satisfaction Guarantee at any time in its sole discretion.

<sup>2</sup> [“HPE Redefines Storage with New Platform Designed for the Intelligence Era”](#) CRN, 2019

<sup>3</sup> [hpe.com/us/en/newsroom/press-release/2019/06/hewlett-packard-enterprise-redefines-mission-critical-storage-with-new-platform-designed-for-the-intelligence-era.html](https://www.hpe.com/us/en/newsroom/press-release/2019/06/hewlett-packard-enterprise-redefines-mission-critical-storage-with-new-platform-designed-for-the-intelligence-era.html)

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