

Quantum Limited Warranty

Coverage: Quantum warrants Crusader branded items to be free from defects in materials and manufacturing craftsmanship. It applies only to products purchased and used by end users in the United States.

Duration: Coverage lasts 10 years from the date of initial purchase.

Warranty Provisions: If a product or component is found defective under normal use within the warranty period, Quantum may:

- Provide a replacement product or component
- Repair the product or component

Not Covered: This warranty does not cover:

- Normal wear items (e.g., wheels, casters)
- Damage from misuse, abuse, neglect, accidents, or improper maintenance
- Alterations, unauthorized repairs, or modifications
- Environmental/weather damage (wind, hail, storm, hurricane, flood, fire, etc.)
- "Normal Weathering" such as fading, chalking, or dirt accumulation due to sunlight and atmosphere
- Use of non-Quantum structural parts or components

Important Notes: Warranty applies only to the original purchaser/owner and is non-transferable. Do not attempt to repair or modify items yourself — this voids coverage.

For Warranty Inquiries or Claims, submit a request via: www.quantumstorage.com or call Customer Service toll-free: (800) 685-4665.

Hours: Monday – Friday, 8:30 a.m. – 5:00 p.m. Eastern.

What to Provide for a Claim

- Proof of purchase (purchase order number, invoice, etc.)
- Photographic proof of defect
- Return of defective product if requested

Legal Terms: This warranty is exclusive and replaces all other warranties, written or oral. Implied warranties (merchantability, fitness for purpose) are limited to the warranty period. Remedies are limited to replacement or refund. Quantum is not liable for special, incidental, or consequential damages. Rights may vary by state or province depending on local law.