

Ordering Policies and Guidelines

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SunSpares™ Price List: This price list is designed for Sun customers who perform their own maintenance. In addition to placing orders through a Sun Sales Representative, orders can be placed by calling any Sun Authorized Reseller.

Order Processing: All orders are subject to the review and acceptance procedures of Sun Microsystems Computer Corporation. To ensure prompt processing of orders, customers should:

- (a) request an order shipment date
- (b) submit a signed purchase order directly to their Sun sales representative
- (c) maintain satisfactory credit arrangements with Sun
- (d) verify the accuracy of the order

Products/Prices: All products and prices are subject to change at Sun's discretion. Prices are list prices and do not include tax, freight, or maintenance.

Annual Volume Commitment: End users who commit to an aggregate volume of purchases on an annual basis will receive a discount off the list price as stipulated in their agreements.

Discount Schedule: End users will be offered discounts based on the appropriate channel discount schedule.

General Product Information: "Order Number" designates a Sun standard product line item. "Description" provides general information about the item. See individual product data sheets for complete descriptions.

New Spare Parts: All new spare parts are in either new or like-new condition. Each part is completely inspected, tested, and burned-in (when applicable) by Sun to ensure reliable operation. Customers automatically receive the current revision of the parts ordered. New spare parts can be identified by order numbers beginning with a "#" character.

Remanufactured Spare Parts. All remanufactured spare parts are guaranteed to be functionally equivalent to new spare parts. Each part is completely inspected, tested, and burned-in (when applicable) by Sun to ensure reliable operation. All remanufactured parts carry the same warranty as new spare parts. Remanufactured spare parts are limited in supply. Delivery times vary based upon supply availability. Please verify product availability with your local Sun sales representative before ordering. Remanufactured spare parts can be identified by order numbers beginning with "RFB" characters.

Ordering Locations: End users may order from multiple locations as specified in their agreements.

Payment Terms: Net 30 days. Purchases must be prepaid if end users are not under contract.

Shipping Terms: F.O.B. Sun shipping point.

Order Rescheduling/Cancellation: End users may cancel or reschedule a purchase order; however, they will pay a fee for doing so. The fee is based on a percentage of the list price (excluding freight and tax) and is charged on the following basis:

<i>Reschedule or Cancellation Notice Is Received</i>	<i>Reschedule/Cancellation Charge</i>
46-75 days prior to scheduled delivery date	5% of product list price or \$400, whichever is greater
0-45 days prior to scheduled delivery date	10% of product list price or \$400, whichever is greater

Product Acceptance: All products received as ordered are considered "accepted" by the End user. All sales are final.

Training: Available from Sun at an additional cost.

Warranty: All spare parts are warranted against defect in workmanship and material for a period of One (1) year on product sold from date of shipment. Sun's sole responsibility under this warranty shall be to either repair or replace at Sun's option, during Sun's normal working hours, any spare part that fails during the warranty period. All replaced spare parts become Sun's property. Sun will perform the warranty claim at a Sun designated logistics center and the purchaser must return the product or part in accordance with Sun's shipping instructions.

Resale: End users may not resell products purchased from Sun.

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Exporting: Sun has a program called Passport for end users who do business with Sun on an international basis. Once registered in Passport, end users may purchase Sun products in any country where Sun is represented and/or buy product in one country and export it to another country. Sun will service Sun equipment in any country where Sun is represented under local country service terms and conditions. Additionally, registered Passport customers can receive warranty support in all countries where Sun is represented. Contact your local Sun sales representative to find out more about Passport.

General Note

- *This price list contains general information on terms and conditions. For more information, please refer to your agreement, which governs and supersedes these terms and conditions.*

On Line Spares Information

For internal users, other useful sources of information may be found at the web sites listed below:

SPARES Pricebook (postscript and HTML formats):

<http://nafo.corp/Spares>

Reman Pricebook/WWIBB Auto Reservation Tool

<http://art-ibb.eng>

Field Engineer's Handbook (provides illustrated parts breakdowns)

<http://edist.corp/>

Sparestool (provides list of hardware spares required to support your Installed Base)

<http://ram.server.eng/SPARESTOOL>

For external users, other useful sources of information may be found at the web sites listed below:

SPARES Pricebook (postscript and HTML formats):

<http://www.sun.com/spares>

To order Field Engineer Handbook and for Information on the MAL (minumum exceptable level) list

<http://www.sun.com/spares>

Ordering Spares On-line

<http://www.sun.com/sales/>

or

<http://sunstore.sun.com>

Spares Buying Guide

<http://sunstore.sun.com/>

*Sparestool

<http://www.sun.com/spares/tools> (registration to MySun is required)

Reman Parts List

<http://www.sun.com/ibb>

OEM Advantage

Site includes OEM ready products and spares

<http://oemadvantage.corp>

*New Sparestool. This new tool will identify the hardware spares required to support your install base of Sun products. Sparestool will output a recommended spares list which can be sent electronically.

Ordering Information

Spares listed in this catalog may be purchased by calling:

Telesales 1-800-786-0404

Online ordering <http://www.sun.com/sales/>
or
<http://sunstore.sun.com>