

EVERGREEN™ STORAGE

Program Description

Evergreen™ Storage (“**Program**”) is applicable to Pure products (“**Product(s)**”) and maintenance and support (“**Pure Support**”) as purchased by the end user (“**End User**”) from Pure Storage, Inc. or its wholly owned affiliates (“**Pure**”) or a Pure authorized reseller. Terms for the applicable Products and Pure Support purchased by End User are described below. Except as otherwise identified below, the Program applies only to Pure’s FlashArray Products.

LOVE YOUR STORAGE GUARANTEE

The first Product purchased by End User comes with a 30-day “money back” guarantee, under which End User can receive a full refund for the Product and applicable Pure Support. End User must notify Pure within 30 days of receipt of the Product to elect for a refund, and must return the Product within 10 days of such notice, in like new condition (other than normal wear and tear). Pure will pay the shipping costs for returns in accordance with Pure’s reasonable instructions. Refunds will be processed within 30 days following Pure’s receipt of the returned Product. Pure reserves the right to charge reasonable refurbishing fees for damage to the Products while under End User’s control. End User must have performed a good-faith installation of the Product and enabled the Pure1® phone home feature. If End User has conducted an evaluation of the Product, then End User has had an opportunity to evaluate the Product and is not eligible for this guarantee. This provision applies to both Pure’s FlashArray and FlashBlade Products.

ALL-SOFTWARE INCLUDED

When End User purchases a Product, software functionality and features in the operating environment, such as replication, clones, and snapshots, are licensed at no additional charge. A continuous, active Pure Support contract for a Product provides access to new software functionality and features when and if released by Pure. This provision applies to both Pure’s FlashArray and FlashBlade Products (as such software functionality and features are applicable to each such Product). Please see Product documentation for details.

RIGHT-SIZE GUARANTEE

Pure offers an effective capacity guarantee to Pure customers that purchase the Product, based on the workloads specified by that End User. The Right-Size Guarantee is a separate, optional agreement customized to End User’s specific capacity needs and workload(s). The guarantee lasts for six months and applies only once signed by Pure and End User. End User should ask their account representative for more details.

FOREVER FLASH: FLAT AND FAIR

If End User purchases Pure-branded “Forever Flash” maintenance and support (“**Eligible Support**”) for a Product, Pure will not increase the renewal rate offered to an authorized reseller for Eligible Support for such Product above the rate paid by End User for the initial Eligible Support purchase (“**Renewal Rate**”), provided that such maintenance and support remains generally available for the applicable Product at the time of renewal. The Renewal Rate will be determined by applying the same Eligible Support term and the applicable pre-renewal in-rack configuration for the applicable Product. Renewal Rates will be in U.S. Dollars. In the event of a severe inflation event, defined as annual inflation in excess of seven percent 7% (as measured by the Producer Price Index), the parties will negotiate, in good faith, reasonable adjustments to the Renewal Rate in an amount not to exceed the inflation over the period since the last renewal. This Program imposes no obligation to renew Pure Support for a Product. This provision applies to both Pure’s FlashArray and FlashBlade Products.

FOREVER MAINTENANCE

The Products are designed to be evergreen, whereby key components can be modularly replaced. A continuous, active Pure Support contract keeps the Product performing substantially in accordance with the Product documentation, including protecting from failures due to flash media wear. Certain components such as flash media can be mixed and matched across Product models to reduce compatibility concerns across generations. Please see Product documentation for details.

FOREVER FLASH: FREE EVERY THREE

If End User purchases Eligible Support for a Product, and maintains the Eligible Support for the entire Product for three consecutive years from the initial Product purchase, then End User is eligible to receive upgraded controllers for each additional three years of Eligible Support that End User purchases for the applicable Product thereafter. Pure will ship the then-current upgraded controllers for a particular Product, as designated by Pure, after the start of the applicable paid three-year renewal period. As an example, an End User running a 3-year old FlashArray 405 may receive a FlashArray//m20 (a 100% increase in performance and bandwidth). End User must take receipt of the upgraded controllers within 90 days from Pure's notice that an upgrade is available (via electronic means to End User's designated contact), and must return the existing controllers to Pure within 45 days of receipt of the upgraded controllers. End User may receive upgraded controllers no more than once every three years with respect to a given Product. A mid-term upgrade of controllers under any special offers, promotions or programs resets the three-year clock for purposes of Free Every Three. Purchases of "Non-FF" or other non-eligible Pure Support do not qualify for Free Every Three.

UPGRADE FLEX

Pure may offer Upgrade Flex bundles under which an End User purchasing a qualifying capacity expansion for a Product may receive a trade-in credit for existing controllers to apply towards new, upgraded controllers. End User must return the existing controllers to Pure within 45 days of receipt of the upgraded controllers. Upgrade Flex bundles may not be combined with other special offers, promotions or programs, unless expressly stated in such special offers, promotions or programs. Controller upgrades under Upgrade Flex resets the three-year clock for purposes of Free Every Three. Please contact Pure's authorized resellers for specific pricing for Upgrade Flex bundles.

NVME-READY

The FlashArray//M is designed to be "NVMe-Ready," and thus can be upgraded in the future to NVMe-enabled controllers and capacity without requiring downtime or causing performance impact.

As of November 1st, 2016, Pure guarantees that every newly purchased FlashArray//M can be upgraded to NVMe via two Evergreen Storage programs:

- For customers who subscribe to Forever Flash Maintenance and Support, the support renewal in three years will include an upgrade to NVMe-enabled controllers ("NVMe Upgrade") via the Free Every Three program, or
- For customers wanting to upgrade more quickly, or those not subscribed to Forever Flash Maintenance and Support, customers may purchase the NVMe Upgrade, when generally available. These Upgrade Flex bundles are planned to be generally available prior to December 31, 2017.

If the NVMe Upgrade proves to be incompatible with the FlashArray//M within 30 days of customer's receipt of the NVMe Upgrade, Pure will replace your FlashArray//M with a fully NVMe-enabled equivalent array from Pure (both controllers and capacity), when generally available, at no additional charge.

CAPACITY CONSOLIDATION

If End User purchases a qualifying capacity expansion for a Product, End User may trade-in and consolidate a portion of existing installed capacity into the new capacity expansion. Pure will provide End User a trade-in credit for storage already owned by the End User, up to a 25% credit of the new capacity expansion and up to 12.5% credit of the maintenance and support. Capacity consolidation utilizes “Shelf Evacuation” technology, which automatically transfers the End User’s data from the old capacity to the available capacity and deletes the End User’s data from the old capacity. End User must return the old capacity to Pure within 45 days of receipt of the new capacity expansion. Please contact Pure’s authorized resellers for specific pricing for Capacity Consolidation purchases.

GENERAL TERMS

This Program supplements the [Pure End User Agreement](#) (or other written agreement covering the same subject matter executed by Pure) and the [Pure Customer Support Guide](#) for the applicable Products and Pure Support purchased by End User. Pure reserves the right to update the Program from time to time, as noted by the “Last Updated” date. For purposes of Forever Flash, for purchases made prior to such updates, Pure will honor the terms in effect for the applicable Product until the later of: (i) the date End User next receives upgraded controllers under Free Every Three, or (ii) the expiration of the then-current Pure Support term. Pure may end the Program with respect to future Product purchases at any time. End User is responsible for installation. Professional installation may be available for an additional charge. Taxes and shipping charges may apply. Product and components returned under this Program become the property of Pure.

FEAR, UNCERTAINTY AND DOUBT DISCLAIMER

Be warned that vendors offering competing products may offer their advice on Pure’s terms or documentation. Pure’s advice: Take their biased views with a grain of salt. Ask that vendor to stop talking about Pure and start talking about their own products. Come take a reference call from a Pure customer and learn how Pure is changing storage forever. See more at www.purestorage.com.

Last Updated Dec 15, 2016