



What should I do with a replacement part if the defective part starts working again

https://kb.netapp.com/nss/RMA/What_should_I_do_with_a_replacement_part_if_the_defective_part_st...

Updated: Sun, 05 Apr 2026 15:07:51 GMT

Applies to

- NetApp Hardware
- Return Material Authorization(RMA)
- Part Request(PREQ)

Answer

- If the replacement was not completed and the originally failed part is now functional, return the unused replacement part to NetApp.
- NetApp will continue to fulfill parts requests in accordance with the purchased Service Level Agreement (SLA) entitlement. Any future replacement needs will be supported as per your contracted service level.

Additional Information

1. Ensure the unused replacement part is properly packaged in its original shipping materials, if available.
 - [Unable to Return Defective Part due to Missing Original Packaging - NetApp Knowledge Base](#)
2. Follow the return instructions provided with your **RMA** or contact NetApp Support for detailed return procedures.
 - [How do I replace a missing product return label? - NetApp Knowledge Base](#)