



Product Information

Serial Number(s) _____
supported or _____
Sales Order # _____
Product Description/s: _____
Hardware _____
Configuration Details: _____
Effective Date: _____ Expiration Date: _____
or match base maintenance contract? yes _____ no _____

Product Site Location

Company: _____
Address: _____
City/St/Zip _____
Phone _____

Customer Contact at Product Installed Location

Name _____
Email Address: _____
Work # _____ Cellular # _____
Fax# _____

Terms and Conditions

Expedited RMA Service is subject to F5's standard terms and conditions for maintenance and support (available at <http://www.f5.com/about/guidelines-policies/>) as well as the terms of this agreement and any additional terms agreed in writing between Customer and F5. Units covered under this service must have an active service contract. Expedited RMA service purchased by Customer will be available two weeks after the receipt and acceptance of the purchase order for service and this document.

For customers with units deployed within the F5 Four Hour RMA Availability Area (the Availability Area) as posted at <http://www.f5.com/about/guidelines-policies/>, F5 will make a commercially reasonable effort to deliver a replacement unit within 4 hours of an F5 determination that a replacement unit is needed. For customers with units that are not within the Availability Area or which otherwise do not meet the criteria listed for F5 Four Hour RMA Availability, F5 will use commercially reasonable efforts to deliver a replacement unit as soon as practicable. The engineer will validate the hardware is operational, license the box, and restore the UCS configuration file of the previous box if available. The engineer will not troubleshoot, make changes to the environment or configuration, or create a basic configuration.

The four hour period will be defined by the business hours covered by customer's support contract. F5 will make a reasonable effort to match the current configuration of the supported hardware, however, it is the customers duty to notify F5 in writing of any hardware configuration changes or changes of the hardware location covered by this agreement. F5 requires 10 business days to implement necessary changes to support the new configuration and/or location. If change notification is not made, F5 will take responsibility for the configuration on file at F5 only. Notification may be made via email to RMAchanges@F5.com.