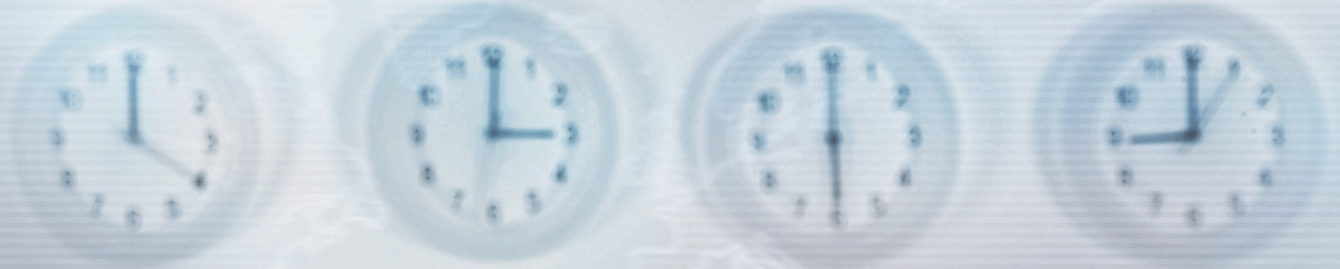




## Expedited RMA Services



# Protect Your Application Uptime

F5 offers expedited services on Return Materials Authorization (RMA) for businesses that require faster hardware replacement delivery or assistance exchanging the replacement part. Expedited RMA Services is designed to give you peace of mind by increasing your uptime through expedited delivery with the option to have a part replaced by an F5 authorized technician.

With Expedited RMA Services, you can secure the right level of service for your business.

### Key benefits

#### Minimize downtime

Avoid delays. F5 ships replacement products or components in advance, without waiting to receive the defective item.

#### Receive parts even faster

Choose Next Business Day or 4-Hour delivery to get up and running as quickly as possible.

#### Have a technician exchange parts onsite

Reduce further delays by having a technician exchange your replacement parts onsite at your location.

## Expedited RMA Services Overview

With F5 Expedited RMA Services, you can upgrade your existing service maintenance contract's RMA Service Level Metrics (SLM) to fit your unique business requirements.

You can contact F5 Support if you have questions or concerns about your products. An F5 Network Support Engineer (NSE) will troubleshoot your issue. If an F5 NSE authorizes an RMA, the request will be processed based on the unit's supported contract hours. To ensure maximum 7 x 24 coverage, deploy your mission-critical units with a Premium service maintenance contract and Expedited RMA Services.

## Expedited RMA Services Levels

Four upgrade service levels are available under the F5 Expedited RMA Services upgrade program:

- RMA-2: Next Business Day parts delivery
- RMA-2T: Next Business Day parts delivery with a technician
- RMA-3: 4-Hour parts delivery
- RMA-4: 4-Hour parts delivery with a technician

Service Details*	Maintenance Agreement	RMA-2	RMA-2T	RMA-3	RMA-4
Advance replacement	✓	✓	✓	✓	✓
F5 pays shipping costs	✓	✓	✓	✓	✓
10 days to return defective parts	✓	✓	✓	✓	✓
Next Business Day delivery		✓	✓		
4-Hour delivery				✓	✓
Delivery with a technician			✓		✓

\*Service availability varies by geography. Please check with your in-country F5 Authorized Sales Representative for availability and requirements. Service detail terms and limitations are defined in the following section.

### Service details

Service details terms are defined as follows:

- **Advance replacement**—Included with Standard and Premium support. Upon an RMA approval, F5 will ship a replacement part from a U.S. facility by next business day, before receiving the defective part. International shipping exceptions may apply.
- **Next Business Day delivery**—With Next Business Day delivery, F5 will make reasonable efforts to deliver a replacement part on the next business day, subject to an RMA processing cut-off time that varies by region.
- **4-Hour delivery**—With 4-Hour delivery, F5 will make reasonable efforts to deliver a replacement part within four hours. Eligible F5 products must be deployed within range of an F5 authorized forward stocking facility.

- **Delivery with a technician**—A technician is dispatched to arrive onsite to replace the defective part. With RMA-2T, which includes Next Business Day delivery, a technician will make reasonable efforts to arrive on the next business day. With RMA-4, which includes 4-Hour delivery, a technician will make reasonable efforts to arrive within four hours subject to the customer's support contract hours.
- These services are not available in all countries and regions. Please check with your in-country F5 Authorized Sales Representative for availability and regional details.

## More Information

To learn more about F5 Expedited RMA Services, contact [services@f5.com](mailto:services@f5.com).

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