



## The F5 Return Materials Authorization (RMA) Process

The F5 Return Materials Authorization (RMA) process can help you in the event of a hardware failure, if troubleshooting with an F5 Network Support Engineer does not resolve the problem. When following the RMA process, please remember the following:

- Do not return any hardware until an RMA number is issued. This number is necessary to ensure proper tracking and handling of returned material.
- The RMA case number and serial number must be clearly marked on the outside of the box. Use the provided pre-printed sticker if possible. Shipments that do not have an authorized RMA number will be returned to the shipper via collect freight.
- Faulty units must be returned within 10 days. Units not received within that time frame will be invoiced at full list price for the replacement unit.
- Do not include any cables, removable GBICs, FIPS card reader, or resource CDs when shipping the defective unit.

Note: RMA cases are no longer handled by Support Services. If you need further information or have any support related questions, please call or open a new case via the Web portal. See the [F5 Networks Maintenance Agreement](#) for more details.

**Please properly package the faulty unit or part for shipment to F5 Networks.  
Clearly write the following information on the outside of the shipping container:**

- RMA Case Number
- Faulty Serial Number

### RMA shipping addresses:

#### US, Global: (Courier: FEDEX)

Attn: F5 RMA Department (Case #)  
C/O Comtek Computer Systems  
2750 Mercantile Drive  
Suite 600  
Rancho Cordova, CA 95742  
(206) 272-5555

#### US, ARX Products (Courier: FEDEX)

Attn: F5 RMA Department (Case #)  
41 Wellman ST  
Lowell, MA 01851  
(206) 272-5555

#### EMEA: (Courier: UPS)

*Locate the enclosed pre-paid UPS Airway bill with the pre-printed return address and account information. Failure to use UPS will result in the RMA not being recognized at the RDC, and your RMA might be refused.*

Attn: F5 RMA Department (Case #)  
C/O UPS SCS GmbH & Co OHG  
Biberweg 12  
Troisdorf - Spich Germany 53842  
+49[0]2241 9447821

Please schedule a pickup by calling your local FedEx number: <http://www.fedex.com/us/customersupport/express/contactus.html>

Important information to enter on the Federal Express shipping documentation:

- FedEx customer number: 304630825
- Shipment option:
- US Domestic – Ground
- International - Express Saver
- RMA Case Number
- Faulty Serial Number

Please keep a record of the tracking number and ship date. These may be needed to track lost shipments.

If you have any questions or concerns, please contact our Customer Service Centre with the RMA number at:

UK/EMEA: (44) 8707-744-655

US: +1 206-272-6888; 888-88BIGIP x8888

support@f5.com