



The F5 Return Materials Authorization (RMA) Process

The F5 RMA process can help you return a unit to F5. For suspected hardware concerns, please contact F5 Customer Service Center. If troubleshooting with an F5 Network Support Engineer does not resolve the problem and results in the authorization of an RMA, you will then be asked to follow the RMA Process detailed below. Returns from the Technology Refresh Program will also follow this RMA Process.

When utilizing 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.
- Clearly write the following information on the outside of the shipping container:
RMA Number
Suspect Serial Number
Use the F5 provided pre-printed return label if possible. **Shipments that do not have an F5 authorized RMA number will be refused at time of delivery and returned to the shipper via collect freight.**
- Units not returned within the following timeframes will be invoiced at full list price for the replacement unit:
10 Days Suspect unit
30 Days Evaluation
90 Days Technology Refresh Replacement
- Do not include any cables, removable XFP/SFPs, GBICs, FIPS card reader or resource CDs when shipping the suspect unit.
- Please retain the packaging material from the original or replacement unit for return of the suspect unit to F5 Networks. All shipments need to be properly packaged, ideally in the F5 product packing material. **Any damages sustained during shipping as a result of insufficient packaging will be invoiced at full list price.**

Note: RMA cases are no longer handled by Support Services. If you need further information or have any support related questions, please open a new case via the Web Portal: <https://support.f5.com>. You can also contact our Customer Service Center by phone. Locate the correct phone number here <http://www.f5.com/training-support/customer-support/contact/>. Please reference your RMA 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
Tel: (206) 272-5555

EMEA: (Courier: UPS)

Attn: F5 RMA Department (Case #)
c/o UPS SCS GmbH & Co OHG
Biberweg 12
Troisdorf- Spich
Germany, 53842
Tel: +49 2241-9447821

APAC: (Courier: UPS)

Attn: F5 RMA Department (Case #)
c/o UPS-SCS
10 Pandan Crescent
#01-06, Lobby LL3, UE Tech Park
Singapore, 128466
Tel: +65 6771 8285
+65 6771 8286

APAC: (Courier: UPS)

Attn: F5 RMA Department (Case #)
c/o UPS-SCS
Unit 4, Dock 2
14 A Baker Street
East Botany NSW, 2019
Australia
Tel: +61 2 9582 7081

APAC: (Courier: UPS)

Attn: F5 RMA Department (Case #)
c/o UPS-SCS
120 Pavilion Drive
Airpark 2, Mangere
Auckland, 2150
New Zealand
Tel: +64 921 1346

APAC: (Courier: UPS)

Attn: F5 RMA Department (Case #)
c/o UPS-SCS
6023-6027W 6/F Asia Terminals
Center B Berth 3,
Kwai Chung Container Terminal
Hong Kong
Tel: +852 3153 2830
+852 3153 2832

APAC: (Courier: UPS)

Attn: F5 RMA Department (Case #)
c/o UPS-SCS
Unit 19-23, Building 10, Enjixiyuan, 1
Fuwailiangjiadian, Haidian District
Beijing, 100036
China
Tel: +86 10 8815 5558 EXT# 1967
Tel: +86 10 8815 5558 EXT# 1965

APAC: (Courier: UPS)

Attn: F5 RMA Department (Case #)
c/o UPS-SCS
Warehouse Building E of SV Logistic
Center, 56/13 Moo 2 Pattanachonabod
3rd, Klongsongtonnum, Ladkrabang
Bangkok, 10520
Thailand
Tel: +662 138 9676
+662 138 9677

APAC: (Courier: UPS)

Attn: F5 RMA Department (Case #)
c/o UPS SCS (India) PVT LTD
XL 3 Warehouse, Inland Container
Depot, Whitefield Road,
Bangalore, 560066, Karnataka
India
Tel: +91 80 4115 6540
+91 80 4115 6541

EMEA/APAC: *Locate the enclosed prepaid 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 Regional Distribution Center (RDC), and your RMA might be refused.*

For shipments using FedEx, please schedule a pickup by calling your local FedEx office:
<http://www.fedex.com/us/customersupport/express/contactus.html>

Important information to enter on the Federal Express shipping documentation:

- F5 FedEx account number (available upon request)

Shipment option:

- US Domestic - Ground
- International - Express Saver
- RMA Case Number
- Suspect Serial Number

Please keep a record of the tracking number and ship date; these will be needed to track lost shipments. Failure to provide F5 with adequate proof of returning the suspect unit will result in an invoice at full list price for the suspect unit.