



## Safeguard Private Information and Ensure Uptime

For customers seeking the highest level of data security compliance and response time, F5 offers the RMA Hardware Retention Service with Expedited RMA Service. As part of the F5 Return Materials Authorization (RMA) program, the Hardware Retention Service provides you with the option to retain any defective F5 hardware so that your organization can decommission the hardware in compliance with your security and privacy processes or regulations. In addition, Expedited RMA Service offers options to speed the delivery of replacement items.

### Key benefits

#### Minimize downtime

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

#### Receive parts even faster

4-Hour delivery gets your business up and running as quickly as possible.\*

#### Have a technician onsite

Reduce possible delays by having a technician exchange your replacement parts onsite at your location.\*

#### Facilitate compliance

Meet data control requirements for privacy and government regulations.

#### Uphold security

Adhere to your organization's specific data destruction standards.

#### Retain control

Keep F5 hardware within the physical confines of your organization.

### RMA Hardware Retention with Expedited RMA Service

As part of the RMA Hardware Retention program, you are entitled to the following Expedited RMA Service options, depending on availability in your geography:

- **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 Details

### Advance replacement

Included with Standard and Premium support. Upon an RMA approval, F5 will ship a replacement part by next business day.

### 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 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.

\*Service availability varies by geography. Please check with your in-country F5 Authorized Sales Representative for availability and requirements.

## More Information

To learn more about the F5 RMA Hardware Retention program, please contact [services@f5.com](mailto:services@f5.com).

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