

# HARDWARE REPLACEMENT SERVICES

Businesses today face an evolving array of cyberthreats that continue to gain sophistication. Therefore, your business requires a proactive approach to securing your network – one that will provide you with the assurance that you are always protected. Palo Alto Networks RMA and hardware replacement services are tailored to best fit your unique business requirements. In addition, advanced RMA services are designed specifically to help expedite the delivery of replacement hardware to minimize disruption.

No matter how mission-critical your business need, Palo Alto Networks offers expedited RMA with rapid hardware replacement to protect your security uptime. Get the coverage you need for each device with flexible replacement options, including:

## Standard RMA:

**Return and Repair:** Included with Standard Support

**Next Business Day (NBD) Delivery RMA:** Included with Premium Support

**4-Hour Premium Support RMA:** Optional upgrade with Premium Support for enterprise customers and data centers, located within a specified range of a Palo Alto Networks service location, requiring mission-critical response times

Benefits of Palo Alto Networks Advanced RMA Services program:

**Rapid parts replacement:** Select 4-hour or NBD shipping to get hardware back up and running as quickly as possible

**Minimize disruption:** Avoid delays with replacements shipped in advance of the return of faulty components

**Authorized Support Centers:** Partner 4-Hour Premium Support also available in many locations

**On-Site Spares:** You may also choose to purchase a replacement device at a discounted price to allow immediate replacement in the event of device failure

## Hardware Replacement Options

As part of our commitment to providing the best possible support to our customers, we offer a range of hardware replacement options designed to best fit the unique needs of your business. Palo Alto Networks® hardware replacement services deliver certified parts and trained technicians as part of our Standard and Premium Support contracts. Check availability in your geographic area.

For customers requiring advanced RMA options, we have made a significant and ongoing investment in hardware spares depots. These spares depots are strategically located around the world, in order to significantly reduce the time and complexity of delivering replacement hardware to our customers. In the event of a hardware failure or RMA, new hardware can be shipped from the local spares depot to significantly cut the time that would normally be spent in transit and customs.

## Return and Repair

With Palo Alto Networks Return and Repair Support, simply ship the faulty device back, and we will ship a replacement device within 10 business days. This level of support is included with a Standard Support Contract and is our most basic level of RMA support offered.

## Next Business Day Delivery RMA

Available with a Premium Support Contract, NBD Delivery RMA offers advanced RMA capabilities. We will make reasonable efforts to have a replacement product delivered by the next business day to help expedite the recovery from a hardware defect.

Upon receipt of a replacement product, return the defective product to Palo Alto Networks in the replacement product's packaging within 10 business days after the date of receipt.

#### 4-Hour Premium Support RMA

With the optional upgrade to 4-Hour Premium or 4-Hour Partner Premium Support, Palo Alto Networks will make commercially reasonable, best efforts to deliver replacement hardware to you within four hours of issuance of an RMA.

This is a great option for organizations and data center customers that require mission-critical response times. Customers in production environments with a wider variety of hardware devices will likely gain maximum efficiency and uptime with this advanced RMA option.

Please check availability in your geographic area.

#### On-Site Spares

The Palo Alto Networks On-Site Spares program is an option that can be added beyond the Premium Support program and provides customers with another level of reliability that complements the active/passive high availability and next-day hardware replacement. The on-site spare is the same platform model as the production unit, but without any subscription or support licensing costs. If a critical failure occurs, your existing licenses are transferred to the on-site spare, allowing your team to quickly restore traffic by replacing the disabled unit.

#### Why Palo Alto Networks?

Palo Alto Networks has pioneered the next generation of network security with our innovative platform that allows you to secure your network and safely enable an increasingly complex and rapidly growing number of applications.

Our Next-Generation Security Platform, with our Next-Generation Firewall at its core, can safely enable applications for certain users while protecting against a wide array of security threats. Built from the ground up to deliver unmatched capabilities, it continues to push the envelope.

Innovation is at the core of everything we do. We were the first company to define and lead the industry's transition from the stateful inspection firewall approach to the next-generation firewall paradigm. We were also the first to define and lead the transition from malware detection to malware prevention.

Your success drives how we develop our products, provide customer support and ensure a great experience. We continue to deliver new products and services that benefit you in unique ways, with customer satisfaction as our top priority.

No matter the size, complexity or risk profile of your organization, Palo Alto Networks has options for support and maintenance suitable for your needs and budget. Whichever support and maintenance plan your company chooses, you will experience the benefit of our customer-focused service culture. We can help you maximize functionality, reliability and availability in order to best support you in achieving overall success and satisfaction with your Palo Alto Networks security products.



2015, 2016 and 2017 - Palo Alto Networks, Inc. has been recognized by J.D. Power for three consecutive years for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support.

#### Ordering and Availability

To order Palo Alto Networks Advanced RMA, please contact your local Palo Alto Networks Partner or Sales Representative.

#### For More Information

For more information about Palo Alto Networks Support offerings, visit [www.paloaltonetworks.com/support](http://www.paloaltonetworks.com/support) or contact your local Account Manager. For product information, visit [www.paloaltonetworks.com/products](http://www.paloaltonetworks.com/products).



ASSISTED SUPPORT  
GLOBAL | PALO ALTO NETWORKS

2015, 2016 and 2017 - TSIA certification recognizes that Palo Alto Networks meets the highest industry support standards and has achieved Global Rated Outstanding Assisted Support for a third consecutive year.

J.D. Power 2017 Certified Assisted Technical Support Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit [www.jdpower.com](http://www.jdpower.com) or [www.tsia.com](http://www.tsia.com).



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