

Forcepoint

# Network Security Appliance Warranty Programs

Protecting Your Investments in SD-WAN, NGFW, VPN, and IPS

Data is the lifeblood of your digital enterprise, and keeping it moving is critical. Forcepoint and its global network of partners stand with you to make sure your network connectivity and security infrastructure works the way you expect it to.

## Key Benefits

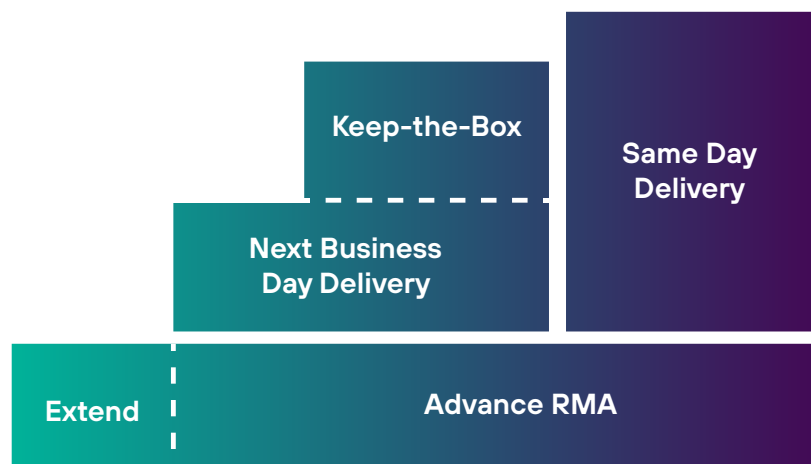
- › **Enhanced warranty options** – Select from multiple options to meet your specific needs
- › **Accelerated return to operations** – Avoid downtime of your connectivity or security
- › **Next-day or same-day delivery** – Expedite delivery of replacement parts or appliances
- › **Privacy for your sensitive data** – Retain disk drives or even whole appliances when equipment is replaced

## Advanced RMA Warranty (ARMA)

Each network security hardware appliance purchased from Forcepoint or one of its authorized resellers comes with 36-month replacement coverage of parts and appliances at no additional charge (terms and conditions apply). Replacements for items determined to be defective are shipped from Forcepoint's service center on the next business day following issuance of a Return Material Authorization (RMA). To protect sensitive information stored on your equipment, you have the option to retain your hard drives rather than returning them to Forcepoint.

## Extended Advanced RMA Warranty

For ongoing protection, your standard Advanced RMA Warranty can be extended beyond the initial 36-month period that comes with each hardware appliance.



## Expedited delivery warranty upgrades

To get the fastest return to normal operations in the event of a hardware issue, enhance your Advanced RMA Warranty with one of our expedited delivery options:

### Next Business Day Delivery

To minimize the risk of outages, you can upgrade your Advanced RMA warranty to have replacement parts or appliances delivered on the next business day following issuance of an RMA ([geographical availability, terms and conditions apply](#)).

### Next Business Day with

Keep-the-Box Option For organizations that prohibit the removal of hardware from their premises, the Next Business Day Delivery Upgrade can also be ordered with an option to retain old appliances that are replaced.

### Same Day Delivery

For mission-critical environments, you can upgrade your Advanced RMA warranty to provide 24x7 protection in which replacement parts and appliances are delivered within 4 hours of issuance of an RMA ([geographic and commercial availability, terms and conditions apply](#)).

### Availability

For details on geographic availability, terms and conditions, contact your Forcepoint partner or sales representative or visit [www.forcepoint.com/forcepoint-technical-support](http://www.forcepoint.com/forcepoint-technical-support).

### It's easy, simply choose:

1. How long of an Advanced RMA Warranty would you like?
2. Which expedited delivery option would best meet your needs?

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ORDERING	SKU
Advanced RMA Warranty (initial 36 months provided at no additional cost)	Appliance + "WR"
Extended Advanced RMA Warranty (beyond the initial 36 months)	Appliance + "WREX"
Upgrade to Next Business Day Delivery	Appliance + "WNX"
Upgrade to Next Business Day Delivery with Keep-the-Box Option	Appliance + "WNKX"
Upgrade to Same Day Delivery	Appliance + "WSX"