



RMA PROCESS and POLICY

RMA (Return Merchandise Authorization) Process

Palo Alto Networks provides warranty repair and return services, as well as advanced replacement services as described in more specificity below. Please follow the steps below to request an RMA service.

1. Open a technical support case by visiting <https://support.paloaltonetworks.com> or [contact TAC by phone](#). You must obtain a valid RMA number before returning any failed device to Palo Alto Networks.
2. A technical support engineer will assist you to troubleshoot the device and verify if an RMA is required.
3. Should a replacement device be required, the technical support engineer will initiate the RMA process by obtaining the following information from you:
 - Company name
 - Shipping address
 - Contact name
 - Contact phone number
 - Contact email address
 - Problem description
 - Product model number
 - Product serial number
4. Palo Alto Networks will notify you via email upon shipment of the replacement device and will also provide you with instructions on how to return the failed device.
5. Palo Alto Networks may contact you at varying intervals until the failed device is returned to a local or regional Palo Alto Networks service location. If you have any questions regarding the return of a device, please contact rmareturns@paloaltonetworks.com.
6. European Union RMAs: All defective parts or failed devices must be returned to Palo Alto Networks according to the return instructions that are included with the replacement part or device. These return instructions will help you comply with the Waste Electrical and Electronic Equipment (WEEE) directive. If you have any questions regarding the return of a device, please contact rmareturns@paloaltonetworks.com.

Software and Hardware Warranty

All Palo Alto Networks products are covered by a 90-day software and 12-month hardware warranty.

STANDARD SUPPORT PLAN: Repair and Return Service

You must obtain a valid RMA number before returning a failed device (refer to the RMA Process above). You are responsible for all shipping costs incurred to return the failed device to Palo Alto Networks, including duties and taxes, where applicable. Palo Alto Networks will pay all shipping costs related to shipping replacement devices to you, except for duties or taxes required to clear customs. Within 10 days of receipt of the failed device, Palo Alto Networks will, at its discretion, repair or replace the failed device with a new or like-new device. However, if repair or replace is not feasible, an upgraded device will be provided. It is



your responsibility to ensure that the failed device is packaged in a manner that will withstand the rigors of return shipment to one of Palo Alto Networks' designated repair facilities.

PREMIUM OR PLATINUM SUPPORT PLAN: Advanced Replacement Service - Next Business Day Service

Once the Technical Assistance Center confirms the validity of the hardware defect, an RMA will be created. If you have purchased Premium or Platinum Support for your device, Palo Alto Networks will ship a new or like-new replacement device. However, if providing you with a new or like-new replacement is not feasible at the discretion of Palo Alto Networks, an upgraded device will be provided, subject to the RMA Shipping Cut-off Times listed below. Palo Alto Networks will use commercially reasonable efforts to attempt to deliver the replacement device by the following business day.

Requests received after the RMA Shipping Cut-off Times listed below will ship the following business day. Shipments will be made Monday through Friday during normal business hours. You are responsible for returning the failed device to Palo Alto Networks within 10 business days of receipt of the replacement device. While you may retain and destroy: (a) any failed Hard Disk Drives (HDD) that are externally separable from the failed device, and (b) appliances or chassis blades with non-removable HDDs, you must return the remaining component(s) to Palo Alto Networks within 10 business days of receipt of the replacement device.

**OPTIONAL ADD-ON TO PREMIUM & PLATINUM PLANS:
4 Hour Replacement - Same Day Service**

If you have purchased 4-Hour Premium Support or 4-Hour Platinum Support for your device, Palo Alto Networks will use commercially reasonable efforts to aim to deliver, at its discretion, a new or like-new replacement. However, if providing you with a new or like-new replacement is not feasible at the discretion of Palo Alto Networks, an upgraded device will be provided to you the same day within 4 hours from RMA order submittal and approval. Once the Technical Assistance Center confirms the validity of the hardware defect, an RMA will be created and submitted for shipment. This hardware delivery service is available 24/7/365. You must have an authorized representative available to accept delivery of the replacement device. You are responsible for returning the failed device to Palo Alto Networks within 10 business days of receipt of the replacement device. While you may retain and destroy: (a) any failed Hard Disk Drives (HDD) that are externally separable from the failed device, and (b) appliances or chassis blades with non-removable HDDs, you must return the remaining component(s) to Palo Alto Networks within 10 business days of receipt of the replacement device.

IMPORTANT: You are responsible for promptly notifying Palo Alto Networks if or when a device is physically moved from one location to another, in order for Palo Alto Networks to determine if the new device location remains within the range of at least one of our 4-hour servicing depots. If you move the device to a new location without informing Palo Alto Networks, then Palo Alto Networks cannot be held responsible for meeting the 4-Hour service commitment. Instead, Palo Alto Networks will use commercially reasonable efforts to deliver replacement devices promptly. Please notify Order Fulfillment at [of-
orders@paloaltonetworks.com](mailto:orders@paloaltonetworks.com) when moving a device from one location to another.

United States Government (USG) Next Business Day or 4 Hour Premium Service* (Limited to Federal US customers only)

If you have purchased USG Next Business Day or 4-Hour Premium Service for your device, Palo Alto Networks will aim to deliver, at its discretion, a new or like-new replacement; however, if not feasible at the discretion of Palo Alto Networks, an upgraded device will be provided to you either the same day or next business day, depending on the level of service purchased. Once the Technical Assistance Center confirms the validity of the hardware defect, an RMA will be created to facilitate shipment of the replacement unit. While you may retain and destroy: (a) any failed Hard Disk Drives (HDD) that are externally separable from the failed device, and (b) appliances or chassis blades with non-removable HDDs, you must return the remaining component(s) to Palo Alto Networks within 10 business days of receipt of the replacement device. To the extent you retain a failed device, you must send to Palo Alto Networks a signed Certificate of Decommission for that device.

Dead on Arrival (DOA)

Hardware will be considered DOA if it fails: (a) within 30 days from the shipment date to destinations within the United States, or (b) 45 days from the shipment date to destinations outside the U.S. If newly purchased hardware is deemed DOA by the Technical Assistance Center, a **NEW** replacement device will be sent from one of our regional distribution centers. For quicker service, you have the option to accept a like-new replacement device from a local depot, provided one is available in that country. All efforts will be made to ship the replacement device by the following business day, provided the request is made prior to the RMA Shipping Cut-off Times listed below. Please allow for customs clearance delays for locations outside the United States. You are responsible for returning the failed device to Palo Alto Networks within 10 business days of receipt of the replacement device.

Your Data Removal Obligations for RMA Returns

You acknowledge and agree that it is your responsibility to remove any and all data from devices prior to shipment to Palo Alto Networks. Palo Alto Networks will not be responsible for the security, safeguarding or return of any data left on devices that have been shipped to Palo Alto Networks.

RMA Shipping Cut-off Times

Americas	Mon to Fri, 15:00 Pacific Time Zone
EMEA	Mon to Fri, 15:00 Local Depot Time ¹
Asia Pacific	Mon to Fri, 15:00 Local Depot Time ¹
Japan	Mon to Fri, 15:00 Local Depot Time ¹
¹ Palo Alto Networks maintains regional depots around the world. Thus, you will benefit from being serviced by the depot closest in proximity to you.	

RMA Return Instructions

When returning devices to Palo Alto Networks, follow the return instructions provided with the RMA replacement shipment. Palo Alto Networks devices must be returned within 10 business days from the date of receipt of the replacement device. You agree to receive follow-up phone calls and/or emails from Palo Alto Networks to remind you and ensure that the failed device is returned. Devices returned to Palo Alto Networks must abide by the return instructions to ensure proper credit for the return of the failed device and to close out

the RMA. Palo Alto Networks may charge you the list price as stated in the most current Palo Alto Networks price list if you do not return the failed device. For any questions regarding a RMA return, please contact rmareturns@paloaltonetworks.com.

Registering Replacement Units (Licensing)

Please follow these RMA licensing procedures to properly register your replacement unit: [How to Transfer Licenses to a Spare Device](#). If you have any questions regarding this licensing procedure, please contact your support provider (i.e., Palo Alto Networks Support or your designated Authorized Support Center).

Your Operating System (OS) Environment

Field Replacement Units (FRUs) in depots are stocked with pre-defined OS versions, which may not coincide with the OS version that you are running. For this reason, you may need to downgrade or upgrade the replacement device upon receipt. For further assistance, contact your support provider (i.e., Palo Alto Networks Support or your designated Authorized Support Center).

RMA Shipping Cost Responsibilities

Support Plan	RMA Type	Who Pays Shipping Costs Incurred for Returning Failed Devices to Palo Alto Networks	Who Pays Shipping Costs Incurred for Shipping Replacement Devices to You
Standard Support: Return and Repair Service	You return a failed device to Palo Alto Networks. Unit is repaired or replaced with new, like-new, or upgraded device.	You	Palo Alto Networks
Premium or Platinum Support: Next Business Day	New, like-new, or upgraded device	Palo Alto Networks	Palo Alto Networks
4 Hour Premium or Platinum Support: 4 Hour Replacement	New, like-new unit, or upgraded device	Palo Alto Networks	Palo Alto Networks
DOA	New	Palo Alto Networks	Palo Alto Networks

Requesting Status on Existing RMA's

For any questions regarding the status of your RMA, please contact your regional support center or navigate to <https://support.paloaltonetworks.com> and log into your case to view updated RMA information.

*** IMPORTANT:** Next Business Day Service and 4 Hour Service are subject to certain limitations outside of the control of Palo Alto Networks. Palo Alto Networks is not responsible for delivery delays due to the customs clearance process where shipment requires the crossing of international borders, supply chain constraints, unavailability of transportation carrier, natural disaster, act of God, war, labor strike or other similar causes beyond our reasonable control.