FORTINET

FortiCare Priority RMA and Secure RMA Services

Introduction

Businesses depend on their networks and security systems to be online 24×7×365, providing vital services to users and protecting the organization from cyberthreats. Customers need failover capabilities to maintain high availability, regardless of whether they're a large enterprise with numerous branch locations or a small business.

It's no secret that downtime hurts every organization, impacting revenue, brand reputation, and customer satisfaction. To meet every customer's needs, Fortinet recently revamped its Priority Return Merchandise Authorization (PRMA) service to serve more locations worldwide. The Secure RMA Service (SRMA) is for customers seeking the highest data protection within their physical environment, eliminating the need to return the defective device and this service is available globally.

With our global coverage, FortiCare Priority RMA and Secure RMA services help you minimize downtime. Fortinet offers a hassle-free experience, maximum flexibility, and on-site expertise at a reduced cost.

What Is the FortiCare Priority RMA Service?

The FortiCare Priority RMA Service is designed to meet your availability and hardware replacement needs, whether next-calendar-day or four-hour delivery. In addition to shipping hardware to your location, Fortinet can also send an engineer to your site to replace the defective hardware. With the FortiCare Priority RMA Service, you can enjoy a seamless, stress-free experience that minimizes service disruption.

Service Benefits

To ensure continuous service and maximum flexibility, the FortiCare Priority RMA and Secure RMA services are available in one-year, three-year, and five-year contracts. Regardless of the length of the contract you choose, the service offers the following benefits:

Minimizes downtime

Devices are sourced from a local in-country depot to minimize shipping times and improve availability. This ensures that mission-critical devices are better protected, offering you maximum uptime and business continuity. The delivery time can be as little as four hours depending on the location.

Provides a hassle-free experience

The service provides more control without the administrative burden of managing ongoing inventory, storage, and maintenance needs. Fortinet ensures the hardware will be operational when sent to the site, giving every customer the peace of mind to bring the device back online as soon as possible.

Reduces costs

When you no longer need to focus on hardware inventory, storage, and maintenance, the funds typically used to procure and maintain physical assets can be spent on other strategic investments aligned with business growth.

Maximizes flexibility

It is easy to scale your operations up or down with the FortiCare Priority RMA Service. There's no need to worry about capital investments and asset movement logistics, as a Fortinet depot is close to your location. Organizations gain the flexibility to easily expand operations when needed.

Offers you on-site expertise

Our four-hour on-site engineer is a great service option if you don't have expertise at the location or if it takes too long or is costly for your engineers to reach a location to replace defective hardware.
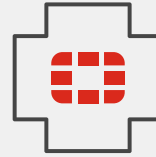
Priority RMA Service Options

To meet every customer's unique needs, Fortinet offers three levels of the FortiCare Priority RMA Service:

- **Next-calendar-day delivery**, where the replacement device will arrive the next day (7 days/week)

- **Four-hour on-site delivery**, where we have a replacement device arrive on-site within four hours

- **Four-hour on-site delivery with an engineer**, where the replacement device and engineer will arrive within four hours
  If requested, the engineer will rack and cable the appliance and restore firmware, IP addresses, and customer-provided configurations. The engineer will leave with the defective device, or the customer will receive a return label to ship the device back to the local depot.

Below is an overview of our standard RMA Service and the FortiCare Priority RMA Service:

Service Features	Standard RMA*	Priority RMA
Service availability	Monday–Friday only No weekends or local public holidays	7-days-a-week coverage, 365 days a year
Responsibility for customs and duties	Customer	Fortinet
Return shipping cost coverage	Customer	Fortinet
RMA request cut-off time	2 p.m. regional depot time	None**
Troubleshooting required prior to replacement	Yes	No, direct replacement
Four-hour on-site delivery with an engineer	Not available	Available as an add-on option
Four-hour on-site delivery	Not available	Available as an add-on option
Next-calendar-day delivery	Not available	Available as an add-on option

*This base option is included in both the Premium and Elite Technical Support packages and only provides next-business-day service.
** For next-calendar-day delivery offer, the cut-off time is 3pm local depot.

The FortiCare Priority RMA Service contract can only be added to the FortiCare Premium or FortiCare Elite Technical Support contract. Customers cannot add it to FortiCare Essential.

The FortiCare Priority RMA Service availability depends on your geographical location. Please refer to our global service availability website for a country-level overview. For location-specific information, please check with your Fortinet partner, speak with your Fortinet sales representative, or send us an email through the Contact Us page.

What Is the FortiCare Secure RMA Service?

In addition to the FortiCare Priority RMA Service, Fortinet also offers its Secure RMA Service to customers with strict data protection requirements, as well as customers concerned about sensitive information that may reside on the defective Fortinet device. This add-on service eliminates the need for customers to return the defective device to Fortinet. For some customers, this helps maintain compliance with security processes and local regulations.

Secure RMA is an add-on service to any technical support package, including FortiCare Essential.

To ensure continuous service, the Secure RMA Service add-on offering is available in one-year, three-year, and five-year contracts.

Learn More

To learn about Fortinet's support and service offers, visit our support page or get in touch with your Fortinet partner or account manager.

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