



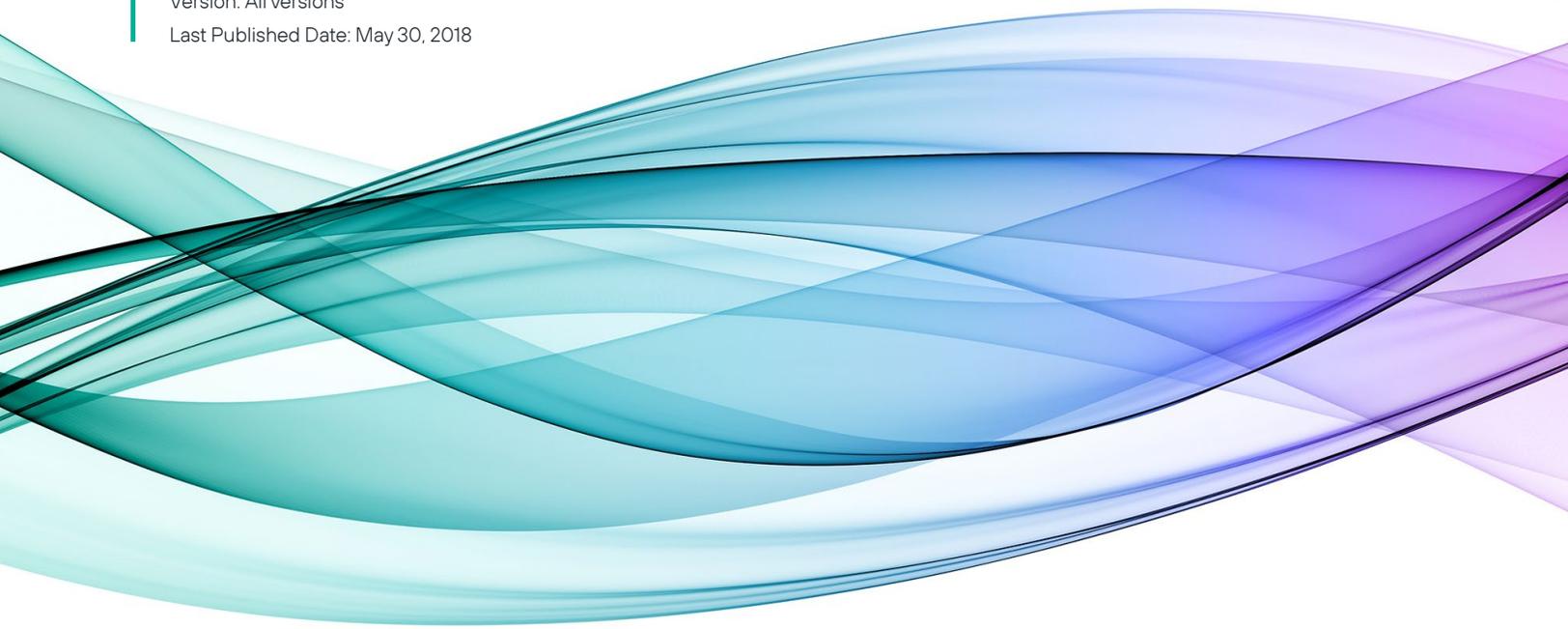
Forcepoint Network Security Appliance Warranty Programs

Article Number: 000015921

Products: NGFW Appliances, NGFW ECA Client for Windows, NGFW SMC Appliances, NGFW Security Management Center, Next Generation Firewall (NGFW)

Version: All versions

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Program Guide

Resolution

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. Forcepoint extended warranties provide ongoing protection, and the next-day or the same-day delivery options accelerate customers' return to normal operations. And, to safeguard sensitive data, customers even have the option to retain disk drives or even whole appliances when equipment is replaced.

For more details, please review Network Security Appliance Warranty Datasheet



Warranty Delivery Options

Advanced RMA Warranty (ARMA)

To protect sensitive information stored on your equipment and minimize service downtime, each network security appliance comes with 36-month replacement coverage of parts and appliances at no additional charge and customers have the option to retain their hard drives rather than returning them to Forcepoint.

Next Business Day Delivery

To further minimize the risk of outage, customers can upgrade their ARMA warranty to have replacement parts or appliances delivered on the next business day following issuance of an RMA (geographical availability, terms and conditions apply and details revealed as below).

Next Business Day with Keep-the-Box Option

In addition to Next Business Day warranty, customers who prohibit the removal of hardware from their premises have an option to retain replaced appliances.

Same Day Delivery

For mission-critical environments, customers can upgrade their ARMA warranty to provide 24x7 protection in which replacement parts and appliances are delivered within 4 hours of issuance of an RMA (Geographical availability, terms and conditions apply and details revealed as below).

Geographical Availability, Terms and Conditions

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
United States	Alabama	YES	YES	YES
	Alaska	YES	YES	NO
	Arizona	YES	YES	YES
	Arkansas	YES	YES	YES
	California	YES	YES	YES
	Colorado	YES	YES	YES
	Connecticut	YES	YES	YES
	Delaware	YES	YES	YES
	Florida	YES	YES	YES
	Georgia	YES	YES	YES
	Hawaii	YES	YES	NO
	Idaho	YES	YES	NO
	Illinois	YES	YES	YES
	Indiana	YES	YES	YES
	Iowa	YES	YES	YES
	Kansas	YES	YES	YES
	Kentucky	YES	YES	YES
	Louisiana	YES	YES	YES
	Maine	YES	YES	NO
	Marvland	YES	YES	YES
	Massachusetts	YES	YES	YES
	Michiqan	YES	YES	YES
	Minnesota	YES	YES	YES
	Mississippi	YES	YES	YES
	Missouri	YES	YES	YES
	Montana	YES	YES	NO
	Nebraska	YES	YES	YES
	Nevada	YES	YES	YES
	New Hamoshire	YES	YES	YES
	New Jersey	YES	YES	YES
	New Mexico	YES	YES	NO
	New York	YES	YES	YES
	North Carolina	YES	YES	YES
	North Dakota	YES	YES	NO
Ohio	YES	YES	YES	
Oklahoma	YES	YES	YES	
Oreaon	YES	YES	YES	
Pennsylvania	YES	YES	YES	
Rhode Island	YES	YES	YES	
South Carolina	YES	YES	YES	
South Dakota	YES	YES	NO	

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
United States	Tennessee	YES	YES	YES
	Texas	YES	YES	YES
	Utah	YES	YES	YES
	Vermont	YES	YES	NO
	Virginia	YES	YES	YES
	Washington	YES	YES	YES
	West Virainia	YES	YES	NO
	Wisconsin	YES	YES	YES
	Wyomina	YES	YES	NO

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
European Union	Austria	YES	YES	NO
	Belgium	YES	YES	YES
	Bulgaria	YES	YES	NO
	Croatia	YES	YES	NO
	Cyorus	YES	YES	NO
	Czech Republic	YES	YES	NO
	Denmark	YES	YES	YES
	Estonia	YES	YES	NO
	Finland	YES	YES	YES
	France	YES	YES	YES
	Germany	YES	YES	YES
	Greece	YES	YES	NO
	HunQarv	YES	YES	NO
	Ireland	YES	YES	YES
	Italy	YES	YES	YES
	Latvia	YES	YES	NO
	Lithuania	YES	YES	NO
	Luxemboura	YES	YES	YES
	Malta	YES	YES	NO
	Netherlands	YES	YES	YES
	Poland	YES	YES	NO
	Portugal	YES	YES	YES
	Romania	YES	YES	NO
	Slovakia	YES	YES	NO
	Slovenia	YES	YES	NO
	Soain	YES	YES	YES
	Sweden	YES	YES	YES
United Kingdom	YES	YES	YES	

Geographical Availability, Terms and Conditions

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
Non EU	Switzerland	YES	YES	YES
	Norway	YES	YES	YES
	Rest of Eurooe	YES	NO	NO

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
Middle East/ Africa	Dubai	X	X	NO
	Saudi Arabia	X	X	NO
	Rest of Middle East/Africa	X	NO	NO

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
Canada	Toronto	YES	YES	YES
	KinQston	YES	YES	YES
	Montreal	YES	YES	YES
	Quebec City	YES	YES	NO
	Halifax/ Fredericton	YES	NO	NO
	Ottawa	YES	YES	YES
	Calgary	YES	YES	NO
	Winnioea	YES	YES	NO
	Vancouver	YES	YES	NO
	Edmonton	YES	YES	NO

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
Cala	ALLofCALA	YES	NO	NO

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
Australia	Sydney	YES	YES	YES
	Canberra	YES	YES	NO
	New South Wales	YES	YES	Limited Availability
	Brisbane/Gold Coast	YES	YES	NO
	Queensland South	YES	Limited Availability	NO
	Queensland Central	YES	Limited Availability	NO
	Queensland North	YES	Limited Availability	NO
	Melbourne	YES	YES	NO
	Victoria	YES	YES	Limited Availability
	Tasmania	YES	NO	NO
	Adelaide	YES	YES	NO
	South Australia	YES	Limited Availability	NO
	Darwin	YES	NO	NO
	Northern Territory	YES	NO	NO
	Perth	YES	NO	NO
Western Australia South	YES	NO	NO	
Western Australia North	YES	NO	NO	

GLOBAL REGIONS	COUNTRY / AREA	ARAM	NEXT BUSINESS DAY DELIVERY / NEXT BUSINESS DAY DELIVERY WITH KEEP -THE-BOX OPTION	SAME DAY DELIVERY
Asia/ Pacific	China	YES	NO	NO
	Hong Kong	YES	NO	YES
	India	YES	YES	NO
	Japan	YES	YES	NO
	Singapore	YES	YES	YES
	Rest of Asia / Pacific	YES	NO	NO

Next Business Day delivery may apply to certain locations in Queensland and South Australia; Same Day delivery may apply to certain locations in South Wales and Victoria, Australia. Please contact your account manager or Forcepoint channel partners for details.

For Next Business Day delivery, the business hour is Monday through Friday, 8:00 a.m. through 5:00 p.m. (08:00 – 17:00) local time of service site. One exception is in Dubai and Saudi Arabia, which is Saturday through Thursday, 8:00 a.m. through 5:00 p.m. (08:00 – 17:00) local time.

For Next Business Day delivery, the RMA must be issued no later than 4:00 p.m. (16:00) local time. Otherwise, Forcepoint will use commercially reasonable efforts to deliver the replacement unit to subscriber within two business days.

The Forcepoint logo features the word "Forcepoint" in a white, sans-serif font. The letter "F" is stylized with a teal square at its top-left corner.

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About Forcepoint

Forcepoint simplifies security for global businesses and governments. Forcepoint's all-in-one, truly cloud-native platform makes it easy to adopt Zero Trust and prevent the theft or loss of sensitive data and intellectual property no matter where people are working. Based in Austin, Texas, Forcepoint creates safe, trusted environments for customers and their employees in more than 150 countries. Engage with Forcepoint on www.forcepoint.com, [Twitter](#) and [LinkedIn](#).