



Protect Your Application Uptime with Expedited RMA Services

As more organizations deal with the impact of digital transformation, the number of applications is rising—and changing the world around us. More than ever, you need solutions that improve performance and speed, reduce cost, and grant you a greater degree of control.

F5's Expedited Return Materials Authorization (RMA) Services provide peace of mind by increasing your uptime through expedited delivery, with the option to have a part replaced by an F5 authorized technician.

Expedited RMA services are ideal for businesses that require fast hardware replacements, or help with exchanging a replacement part. A variety of Expedited RMA Service options ensure that you get the right level of service for your business.

Key benefits

Minimize downtime

Once you're enrolled in the Expedited RMA Services program, F5 ships replacement products or components in advance—without waiting to receive the defective item. This helps you avoid delays, and keeps you up to date on the newest technologies.

Receive parts even faster

With Expedited RMA Services, you can replace and receive hardware technologies within a day. Looking to upgrade? Choose Next Business Day or 4-Hour Delivery to get up and running as quickly as possible.

Highest level technician support

Just need a few parts? Reduce your turnaround time even more by having an F5 authorized technician exchange your replacement parts onsite, at your location.

Expedited RMA Services Overview

With F5 Expedited RMA Services, you can upgrade your existing service maintenance contract's Service Level Metrics (SLM) to fit your unique business requirements.

If you ever have questions or concerns about your products, you can contact an F5 Network Support Engineer (NSE) to provide answers, and troubleshoot your issue. If the NSE authorizes an RMA, that request will be processed based on the unit's supported contract hours. To ensure maximum 24/7 coverage, deploy your mission-critical units with a Premium service maintenance contract along with Expedited RMA Services.

Expedited RMA Services Levels

Four upgrade service levels are available under the F5 Expedited RMA Services upgrade program:

- RMA-2: Next Business Day parts delivery
- RMA-2T: Next Business Day parts delivery with a technician
- RMA-3: 4-Hour parts delivery
- RMA-4: 4-Hour parts delivery with a technician

Service Details*	Maintenance Agreement	RMA-2	RMA-2T	RMA-3	RMA-4
Advance replacement	•	•	•	•	•
F5 pays shipping costs	•	•	•	•	•
10 days to return defective parts	•	•	•	•	•
Next Business Day delivery		•	•		
4-Hour delivery				•	•
Delivery with a technician			•		•

*Service availability varies by geography. Please check with your in-country F5 Authorized Sales Representative for availability and requirements. Service detail terms and limitations are defined in the following section.

Service Details

Let's go deeper into what these terms mean, and how they meet your needs:

- **Advance replacement**
When an RMA is approved, F5 ships out a replacement part from a U.S.-based facility by the next business day. We won't wait to receive the defective part before sending a replacement. International shipping exceptions may apply. This service is included with Standard and Premium support.
- **Next Business Day delivery**
F5 makes reasonable efforts to deliver a replacement part on the next business day, subject to an RMA processing cut-off time that varies by region.
- **4-Hour delivery**
F5 makes reasonable efforts to deliver a replacement part within four hours. Eligible F5 products must be deployed within range of an F5 authorized forward stocking facility.
- **Delivery with a technician**
F5 sends a technician onsite to replace the defective part. With RMA-2T—which includes Next Business Day delivery—a technician will make reasonable efforts to arrive on the next business day. With RMA-4, which includes 4-Hour delivery, a technician will make reasonable efforts to arrive within four hours, subject to the customer's support contract hours.

These services aren't available in all countries and regions. Please check with your in-country F5 Authorized Sales Representative for availability and regional details.

More Information

To learn more about F5 Expedited RMA Services, contact services@f5.com.

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