

Fortinet Warranty Support Start Policy

Summary

This document is intended to outline the policy that Fortinet has established for the activation date of warranty and support. Renewals of support contracts will start from the end of the previous support contract.

In Summary

- Product warranty and support starts at the EARLIER of the following events:
 - At time of registration
 - At first power up the appliance will connect with Fortinet and request updates
 - 60 days from shipment of product from Fortinet
- At initial power-up it is HIGHLY recommended that the customer follow the registration process to ensure timely updates and support.

Policy Requirements: US and Canada

Warranty/Support



Warranty

Warranty/Support start is tied directly to the ship date or activation connection with Fortinet. Warranty is the base level of coverage on the hardware platform. Fortinet's warranty is included in its End User License Agreement.

Support

The start of support is tied to the timing of hardware shipment or activation, but a maximum of 60-day grace period is provided in US/Canada. Support is considered “insurance” in many ways, meaning it is there in case something goes wrong, hence it is important that the support agreement starts around the time product is received and doesn't wait to start until an issue comes up.

Bundles

The start date for bundles will follow the warranty/support policy above.

Fortinet reserves the right to change its support policy from time to time in its discretion.

EFFECTIVE DATE: This new policy applies to products purchased and shipped from Fortinet on or after September 1, 2015.