

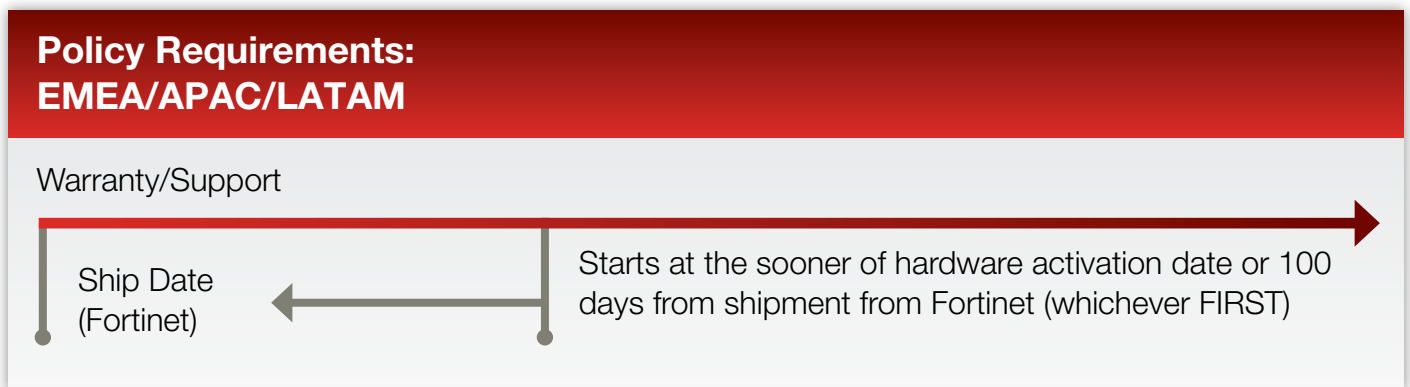
# Fortinet Warranty Support Start Policy

## 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 point when unit will connect with Fortinet and request updates
  - If these two events do not occur within 100 days of the shipment of product from Fortinet, the hardware, service and support will be auto-activated 100 days from Fortinet shipment to Distributor
- At initial power-up it is HIGHLY recommended that the customer follow the registration process to ensure timely updates and 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 100 days grace period is provided in EMEA/APAC/LATAM. 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.

## Effective Date

This new policy applies to products purchased and shipped from Fortinet on or after December 1st, 2015.

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