

VMware Hardware Replacement Services

VMware SD-WAN™ by VeloCloud® Edge Devices



KEY BENEFITS

- Global shipping coverage
- Advance replacement options

ADDITIONAL INFORMATION

For purchase information, call one of the [VMware toll-free numbers](#) and choose the sales option or contact a VMware reseller.

TERMS AND CONDITIONS

VMware Hardware Support is governed by these VMware SD-WAN Hardware Replacement Policies and the [VMware Equipment Terms for VMware SD-WAN by VeloCloud](#).

VMware Hardware Replacement Services

VMware hardware replacement services (“Replacement Services”) are for VMware SD-WAN Edge devices (each an “Edge”). VeloCloud Return to Replace (“RTR”) is included for one year with the purchase of an Edge, or, if applicable, for the rental period for an Edge. Replacement Service options including VeloCloud Next Business Day (“NBD”) shipment and VeloCloud Same Business Day (“SBD”) shipment are not part of the included RTR service but are available for purchase as upgrades. In addition, VMware offers extended hardware replacement services for purchase, either RTR, NBD or SBD, beyond year 1 for purchased Edges.

VMWARE HARDWARE SUPPORT	
REPLACEMENT SERVICE	DESCRIPTION
VeloCloud Return to Replace (“RTR”)	The replacement Edge device ships from the depot within 3 Business Days after the replacement unit is returned to the depot. This is the standard one-year hardware replacement service which is included with the purchase of each Edge device. For Edge device rental, RTR is included for the rental period.
VeloCloud Next Business Day (“NBD”)	The replacement Edge device ships from the depot the next business day if the hardware replacement request is submitted by the assigned Support Engineer and approved by VMware Fulfillment Operations by 11:00 AM Pacific Time (US). Business days are Monday through Friday, excluding US holidays.
VeloCloud Same Business Day (“SBD”)	The replacement Edge device ships from the depot the same business day if the hardware replacement request is submitted by the assigned VMware Support Engineer and approved by VMware Fulfillment Operations by 11:00 AM Pacific Time (US). Business days are Monday through Friday, excluding US holidays.

Replacement Services include the guaranteed shipment timeframes above; however, the timeframes for receipt by customers of replacement Edges are not guaranteed. Replacement units are shipped from the nearest depot and may be subject to customs clearance hold.

VMware SD-WAN Hardware Replacement Policies

These Replacement Services terms only apply to Edge devices which have been purchased, or rented (if applicable), from VMware or an authorized VMware reseller.

One Year RTR Replacement Service

VMware offers all End Users a standard one (1) year VeloCloud Return to Replace service on purchases of VMware SD-WAN Edge products. For Hardware Rental, Return to Replace is included for the rental period. Customers can purchase Next Business Day or Same Business Day upgrade SKUs.

The hardware replacement period is for the period specified in the “VMware Equipment Terms” (available at:

<https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/downloads/eula/vmw-equipment-terms-for-vmware-sd-wan-by-velocloud.pdf>), and hardware replacement services are

provided pursuant to those terms.

Replacement

If an Edge is considered to be non-conforming, VMware requires receipt of the returned non-conforming Edge device before shipping out a replacement (subject to following the return procedures below). However, during the first sixty (60) days of the hardware replacement period, if VMware determines in its reasonable discretion that a non-conforming Edge should be replaced, VMware will ship the replacement Edge to the customer in advance of VMware’s receipt of the non-conforming Edge. In such circumstances, the customer must return the non-conforming Edge to VMware within 45 days of the shipping of the replacement Edge.

The sole remedy for non-conforming Edges is replacement; no refunds in lieu of replacement will be provided for non-conforming Edges.

Return Procedures

Before an Edge may be returned to VMware, the customer must receive VMware’s authorization and VMware must assign the Edge a Hardware Replacement Request Number. To begin the Edge replacement process, customers must contact VMware SD-WAN technical support and provide the Edge serial number(s) and a description of the problem. VMware technical support can be requested as described at: <https://kb.vmware.com/s/article/53907>. For RTR, if VMware determines a hardware replacement is necessary and issues a Hardware Replacement Request Number for the applicable Edge device, VMware will ship the replacement Edge to the customer within three (3) business days after receiving the non-conforming Edge, except during the first sixty (60) days of the Hardware Replacement Period, as stated above. For Next Business Day or Same Business Day upgrade options, please see below.

Replacement Service Limitations

VMware Hardware Replacement Services and warranty apply only to Edge devices used within the country of original purchase and are subject to the VMware Equipment Terms. Replacement Services are non-transferable and are available only for the original purchaser of the VMware SD-WAN product. VMware reserves the option to replace returned Edge units using new or refurbished equipment.

Return of Non-Conforming Units

The End User must return non-conforming unit(s) to VMware. Inbound shipping charges are the responsibility of the customer, and outbound shipping charges are paid by VMware.

Next Business Day or Same Business Day Hardware Replacement Services

VMware offers options to customers who require advance shipment of hardware. These advance replacement options allow for Next Business Day and Same Business Day shipment from the depot of the replacement hardware, as outlined above. In the event of a hardware failure, for customers who have purchased Next Business Day or Same Business Day Hardware Replacement Service, VMware will ship the replacement Edge to the End User in advance of VMware's receipt of the non-conforming Edge. Shipments will be Next or Same Business Day from the depot based on the level of Hardware Service purchased. Customers are required to return non-conforming Edge devices (for which a replacement has been shipped as part of Next Business Day or Same Business Day services) to VMware within sixty (60) days of the approval of the Customer's replacement request.