

VMware SD-WAN Hardware Replacement Services

VMware SD-WAN Edge Devices



KEY BENEFITS

- Global shipping coverage
- Advanced replacement options
- Onsite services available

PRE-QUALIFIED LOCATIONS

Refer to the [Pre-Qualified Locations Matrix](#) for a list of global locations that VMware has pre-qualified for expedited replacement delivery service.

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](#).

Hardware Replacement Services Overview

VMware includes hardware replacement services with each purchase of a VMware SD-WAN™ by VeloCloud® Edge device (each an “Edge”).

VMware also offers extended hardware replacement services, beyond the included one-year period for Edge purchase, as well as a number of expedited delivery options and onsite replacement services, some of which are subject to qualification of availability (as outlined in this datasheet).

The hardware replacement policies in this datasheet apply only to Edges that have been purchased or rented (if applicable) from VMware or an authorized VMware reseller.

Customers must return non-conforming unit(s) to VMware within forty-five (45) days of shipment of the replacement Edge.

Edges are not eligible for expedited replacement delivery service (as described in the VMware SD-WAN hardware delivery services upgrades table below) if found to be non-conforming within forty-five (45) days of device registration. Edges are registered when customers provide VMware with confirmation of serial numbers and physical addresses. Within 45 days of registration, replacement will be arranged by shipping a new or refurbished Edge and having the non-conforming Edge returned to a VMware depot.

A customer’s sole remedy for non-conforming Edges is replacement; no refunds in lieu of replacement will be provided for non-conforming Edges.

VMware Standard Hardware Replacement Service (“Return”)

VMware offers all End Users a standard one (1) year Return service on purchases of VMware SD-WAN Edges. For Edge rentals, Return is included for the rental period.

| REPLACEMENT DELIVERY SERVICE | DESCRIPTION |
|------------------------------|--|
| Return (“Return”) | <ul style="list-style-type: none"> • The replacement Edge ships from the depot within 3 Business Days after the hardware replacement request is received and submitted by the assigned VMware Support Engineer and is approved by VMware Fulfillment Operations. For Edge device rental, Return is included for the rental period. • Customers must return non-conforming Edges to VMware. |

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>.

Both inbound and outbound shipping charges are paid by VMware.

Extended “Return” Services

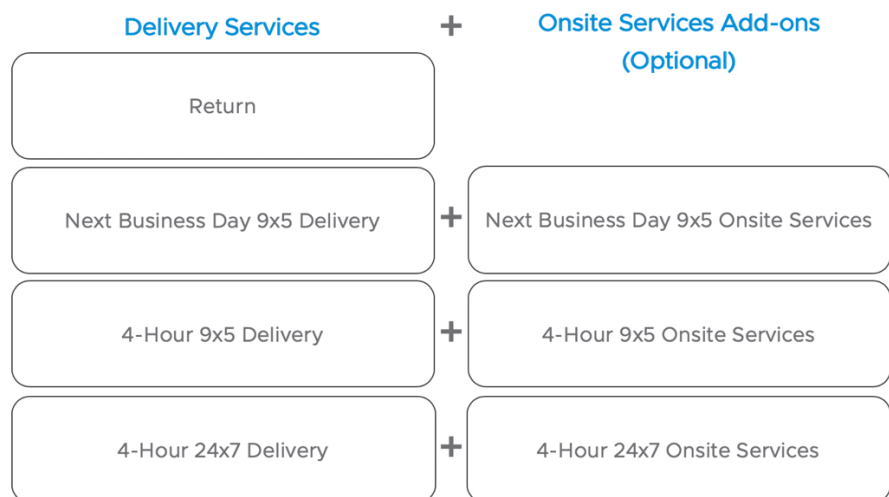
VMware offers “Return” term extensions for purchased Edges, extending the total service duration by increments of 1, 2, 3, or 4 years, but not exceeding 6 years of total coverage. Extensions may not be purchased after a lapse in coverage.

VMware SD-WAN Hardware Replacement Services Upgrades, Add-ons, and Extensions

Upgrades to the included “Return” services are available for purchase, including: (a) Next Business Day delivery, (b) 4-Hour 9x5 Business Day delivery, and (c) 4-Hour 24x7 delivery (each a “Replacement Services Upgrade”). VMware SD-WAN Hardware Onsite services (“Onsite Services”) are available for purchase for Edges, as Onsite Services are not included with the Edge, regardless of whether the Edge is purchased or rented. Onsite Services may be purchased as 1-, 3-, or 5-year add-ons to an Edge purchase or rental.

Purchase of Replacement Services Upgrades or Onsite Services Add-ons

If both VMware SD-WAN Hardware Replacement Services Upgrades and Onsite Services add-ons are purchased, the service level of the Replacement Services Upgrade and Onsite Services add-on must be the same, as illustrated below. For example, NBD delivery services cannot be purchased in conjunction with 4-Hour 24x7 Onsite Services.



VMware SD-WAN Hardware Delivery Services Upgrades

| REPLACEMENT DELIVERY SERVICE | DESCRIPTION |
|--|---|
| Next Business Day Delivery (“NBD 9x5 Delivery”) | <ul style="list-style-type: none"> • 8 AM – 5 PM Monday through Friday, local time based on location of Edge and excluding local holidays. • For “NBD Delivery Qualified Locations” described below*, the replacement Edge is delivered to the customer site Next Business Day, provided the hardware replacement request is received and submitted by the assigned VMware Support Engineer and is approved by VMware Fulfillment Operations by 3 PM local customer time. For requests after 3 PM local customer time, the replacement Edge may be shipped the next business day and be delivered the business day after. |
| 4-Hour 9x5 Delivery (“4-Hr 9x5 Delivery”) | <ul style="list-style-type: none"> • 8 AM – 5 PM Monday through Friday, local time based on location of Edge and excluding local holidays. • For “4-Hour 9x5 Delivery Qualified Locations” defined below*, the replacement Edge is delivered to the customer site within 4 hours on the same business day if the hardware replacement request is received and submitted by the assigned VMware Support Engineer and is approved by VMware Fulfillment Operations by 1 PM local customer time. For requests after 1 PM local customer time, the replacement edge will be delivered by 12 PM the next business day. |
| 4-Hour 24x7 Delivery (“4-Hr 24x7 Delivery”) | <ul style="list-style-type: none"> • 24 hours a day, 7 days a week including holidays. • For “4-Hour 24x7 Qualified Locations” described below*, the replacement Edge is delivered to the customer site within 4 hours once the hardware replacement request is received and submitted by the assigned VMware Support Engineer and is approved by VMware Fulfillment Operations. |

*See [qualified locations section](#).

VMware SD-WAN Hardware Onsite Services Add-ons

| REPLACEMENT DELIVERY SERVICE | DESCRIPTION |
|--|--|
| Next Business Day Onsite Service ("NBD 9x5 Onsite") | <ul style="list-style-type: none"> • 8 AM – 5 PM Monday through Friday, local time based on location of Edge and excluding local holidays. • A support technician will arrive at the customer site Next Business Day if the onsite service request is received and submitted by the assigned VMware Support Engineer and approved by VMware Fulfillment Operations by 3 PM local time. For requests after 3 PM local customer time, the support technician will arrive at the customer site the business day after next. The support technician will replace the failed Edge and verify that the VMware SD-WAN Edge has been successfully activated. |
| 4-Hour 9x5 Onsite Service ("4-Hr 9x5 Onsite") | <ul style="list-style-type: none"> • 8 AM – 5 PM Monday through Friday, local time based on location of Edge and excluding local holidays. • A support technician will arrive at the customer site within 4 hours on the same business day if the hardware replacement request is received and submitted by the assigned VMware Support Engineer and approved by VMware Fulfillment Operations by 1 PM local customer time. For requests after 1 PM local customer time, the technician will arrive onsite between 8 AM and 12 PM local customer time the next business day. The support technician will replace the failed Edge and verify that the VMware SD-WAN Edge has been successfully activated. |
| 4-Hour 24x7 Onsite Service ("4-Hr 24x7 Onsite") | <ul style="list-style-type: none"> • 24 hours a day, 7 days a week including holidays. • A support technician will arrive at the customer site within 4 hours on any given day once the hardware replacement request is received and submitted by the assigned VMware Support Engineer and approved by VMware Fulfillment Operations. The support technician will replace the failed Edge and verify that the VMware SD-WAN Edge has been successfully activated. |

Qualified Locations

Locations that VMware has pre-qualified for Next Business Day Delivery, 4-Hour 9x5 Delivery, and 4-Hour 24x7 Delivery are listed in the [Pre-Qualified Locations Matrix](#). VMware may occasionally change or modify this Pre-Qualified Locations Matrix. Additional Pre-Qualified Locations may become available over time.

Except as set forth in the Pre-Qualified Locations Matrix and the VMware SD-WAN hardware delivery services upgrades table above, End Users must undergo a capabilities assessment to determine whether VMware's delivery vendor(s) and onsite services partner will be capable of providing service to the physical location of the Edge before purchasing VMware SD-WAN hardware replacement services upgrades, add-ons, and extensions. To make this determination, the customer must provide the address (including the postal code) where the Edge will reside.

To request a capabilities assessment, contact your VMware sales representative. A capabilities assessment may take up to 15 business days to complete. If an Edge is re-located to a new address, the new address needs to be qualified by VMware before Replacement Services and/or Onsite Services add-ons will apply to the new location.

If VMware determines its partners are capable of providing service to the physical location of the Edge, such location will be deemed a “Qualified Location.” In the event a location is not deemed a Qualified Location by VMware, the relevant services will be provided on a best effort basis only. In the event a capabilities assessment is not done prior to (a) ordering or (b) an Edge being moved from a previous Qualified Location, the applicable services will be provided on a best effort basis only.

Replacement Services Upgrades and Onsite Services Add-on Limitations

The VMware SD-WAN Hardware Replacement Services are subject to the terms and conditions of 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 the hardware replacement period is for the period specified therein.

VMware SD-WAN Hardware Replacement Services, Onsite Services add-ons, and warranty apply only to Edges used at Qualified Locations and are subject to the VMware Equipment Terms. Replacement Services and/or Onsite Services add-ons are non-transferable and are available only for the original purchaser of the VMware SD-WAN product or service. VMware reserves the option to replace returned Edges using new or refurbished equipment.