



Return Material Authorization (“RMA”) Policy

Audience: End User

Return Material Authorization (“RMA”)

Once Gigamon Technical Support receives the information needed to understand a Customer’s problem, Gigamon’s first priority is to restore the Gigamon product to full operation. If a Customer or Partner suspects that a Gigamon hardware defect or Error exists in Gigamon hardware covered by an active Limited Warranty for Hardware (“Limited Warranty”) or Product Support and Software Maintenance Agreement (“Support Agreement”), the Customer or Partner may contact the Gigamon Technical Support team to receive RMA approval. All RMA requests require the following information:

- Nature of the problem
- Serial number of suspect component to be returned
- Serial number of chassis where the suspect component can be found (as applicable)
- Contact information
- End User company name
- Customer ship to information to ensure replacement is sent to the proper destination
- Partner Name (if applicable)
- Partner Contact (if applicable)

If the suspected hardware defect or an Error is confirmed by Gigamon Technical Support, Gigamon’s Technical Support team will assign an RMA number and will authorize shipment of an advance replacement unit (“ARU”).

This RMA policy applies to all purchased Gigamon products under Limited Warranty or with an active Support Agreement.

Advance Replacement Unit (“ARU”) Shipment:

- If the suspect Gigamon product is not currently under an active Support Agreement but is covered under the Hardware Limited Warranty, the Service Level Agreement (SLA) will be for *Same Business Day* shipment of an ARU from one of Gigamon’s global depots
- If the suspect Gigamon product is under an active Support Agreement, and an RMA is approved before 1pm Technical Assistance Center (TAC) time, the following SLAs are in place:
 - **US and the Select Countries**¹: Next business Day delivery of an ARU
 - **Rest of World**: Same day shipment of an ARU from the nearest global depot²

Below is an outline of Gigamon’s Global Depots

Gigamon ARU Global Depots		
North America and LATAM Location: Hayward, CA USA	EMEA Location: Amsterdam, Netherlands	APAC Location: Singapore, Singapore

Gigamon may ship ARUs with a minimum shipping version of Gigamon software. It is recommended upon receipt to visit the Customer Portal to download the latest or current Gigamon software used in the deployment. This will help provide the best experience prior to replacement of suspect hardware and ensure homogeneous software in the end user’s environment.

¹ Please see www.gigamon.com/support-and-services/rma-sd for a list of countries eligible for next business day delivery of an ARU.

² Except for countries identified as faster from another depot. See list of these countries (“Exception Countries”) at www.gigamon.com/support-and-services/rma-sd

Service Level Agreement (SLA) Regional and Support Level		
Region	Hardware Limited Warranty	Support Agreement
US and the Select Countries³	<ul style="list-style-type: none"> Same business day ship of ARU if prior to 1PM local TAC time approval Shipment from any of our global depots Gigamon pays for both the shipment of the ARU and the return of the suspect product (when pre-paid shipping label is used) 	<ul style="list-style-type: none"> Next business day delivery if ARU is approved prior to 1PM local TAC time approval Nearest depot shipment guaranteed Gigamon pays for both the shipment of the ARU and the return of the suspect product (when pre-paid shipping label is used) Continues ARU support beyond expiration of the Hardware Limited Warranty
Canada	<ul style="list-style-type: none"> Same business day ship of ARU if prior to 1PM local TAC time approval Shipment from any of our global depots Actual delivery time is contingent on destination, local customs, and inter-depot transit if coming from remote location Gigamon pays for the shipment of the ARU to the customer Customer is responsible for clearing customs and paying all other fees 	<ul style="list-style-type: none"> Replacement products will be shipped the same day from the nearest Global Depot if ARU approval occurs before 1PM local TAC time (US, EMEA, APAC) Nearest depot shipment guaranteed Actual delivery time is contingent on destination and local customs. Gigamon pays for the shipment of the ARU In the Select Countries and IOR/EOR eligible countries⁴ Gigamon is responsible for clearing customs and paying all associated fees For all other countries, Customer is responsible for clearing customs and paying all associated fees
LATAM		
EMEA		
APAC		

Customs Documentation for ARUs

When providing the value of an ARU in the Commercial Invoice (CI) for customs purposes, Gigamon uses the Gigamon list price for that product. However, documentation accompanying the shipment will say "Warranty Replacement Only not for Sale" to avoid inappropriate revenue costs. Check with local customs to understand how charges are applied.

Customer or Partner Owned Spares

If an authorized Gigamon distributor or reseller sends a spare unit to an end user customer in order to address an Error immediately, then Gigamon will ship an ARU to the distributor or reseller (as applicable) to replace the spare. If, however,

³ Please see www.gigamon.com/support-and-services/rma-sd for a list of Select Countries

⁴ Please see www.gigamon.com/support-and-services/rma-sd for a list of IOR/EOR Countries in which Gigamon will process customs and pay duties associated with the import of the ARU and export of the suspect component

the end user customer uses an on-site spare, Gigamon will ship an ARU directly to the end user customer. Gigamon will require that the distributor, reseller, or customer (as applicable) provide the serial numbers for both the defective unit and the spare when requesting the associated RMA.

Dead on Arrival (DOA) Shipments

If a new product fails within 90 days of original shipment then Gigamon classifies the failure as a DOA. In such cases, the ARU provided by Gigamon will be a new unit and Gigamon will conduct a full Failure Analysis (FA) on the DOA unit. Additionally, Gigamon will use commercially reasonable efforts to provide the ARU on an expedited basis. Please note that providing a new ARU requires special fulfillment and material needs, so Gigamon offers customers the option to waive new unit replacement in lieu of Equivalent to New (ETN) replacement for expediency. Customers desiring a new unit replacement should plan for replacement shipments within 48 hours and plan delays as a result of any special customs handling timeframes.

System Level Replacements

In rare situations Gigamon may recommend a full replacement system be sent to assist in isolating a difficult issue or problem. In such cases, Gigamon will use commercially reasonable efforts to provide the full replacement unit on an expedited basis. Full system replacements require special fulfillment and material needs and do not fall under standard SLA's. Customers requiring a full system should plan for replacement shipments within 48 hours and plan for possible delays as a result of any special customs handling timeframes.

RMA Return Policy

Upon receipt of an ARU, the Customer or Partner will have 30 days to return the suspected defective hardware product to the location specified in the RMA. If the Customer or Partner fails to return the suspect hardware to Gigamon within 30 days following receipt of the ARU, the Customer or Partner will be required to pay Gigamon for the then-current published list price of the ARU.

- If the suspect hardware product is designated Gigamon a "Service SKU" then Gigamon will advise the customer that the suspect unit does not need to be returned and may be scrapped locally. Ask your Technical Support Engineer to confirm whether the suspect hardware product needs to be returned. (Typically power supplies, fans, cables, etc. do not need to be returned.)
- For Gigamon products covered by an active Limited Warranty:
 - For Customers in the US and the Select Countries⁵, a pre-paid return waybill will be provided with the RMA
 - For Customers outside the US and the Select Countries, the Customer or Partner is responsible for the return freight, taxes, duties, fees and other charges for returning the suspect product to the location specified in the RMA

⁵ Please see www.gigamon.com/support-and-services/rma-sd for a list of Select Countries

- For Gigamon products covered by an active Support Agreement:
 - For Customers in the US and the Select Countries, a pre-paid return waybill will be provided with the RMA
 - For Customers outside the US, the Select Countries, and IOR/EOR⁶ countries then the Customer or Partner is responsible for the return freight, taxes, duties, fees and other charges for returning the suspect product to the location specified in the RMA
 - For Customers in IOR/EOR countries Gigamon will instruct the customer regarding the method that should be used to return the suspect unit to the local depot at Gigamon's expense
- Return of suspected defective hardware should be made using the same packaging in which the ARU was provided, and the Customer or Partner must clearly write the Gigamon-provided RMA number on the outside of the shipping container
- Gigamon is not responsible for returned hardware that is damaged during shipment
- All suspected defective hardware that must be returned to Gigamon should be sent back to the location specified in the RMA

References

Gigamon Product Limited Warranty: <https://www.gigamon.com/support-and-services/warranty>

Gigamon Support Agreement: <https://www.gigamon.com/support-and-services/overview-and-benefits>

⁶ Please see www.gigamon.com/support-and-services/rma-sd for a list of Select Countries and IOR/EOR Countries