

## Mellanox Global Expedite RMA Service

*Mellanox Global Expedite RMA Service* offers an expedited RMA option with rapid worldwide hardware replacement to secure your environment uptime.

With *Mellanox Expedite RMA Service* (the “service”), Mellanox customers get Mellanox's best-in-class 24x7 Gold Software and Hardware Support along with replacement of faulty hardware within 4 hours. This enables Mellanox customers to get back to an operational state as quickly as possible, avoiding costly production disruptions and delays. This is made possible by the spread of over 50 Mellanox service depots in multiple geographies, with more depots being added regularly across the globe.

*Mellanox 4-Hour Expedite RMA Service* is an optional upgrade to the standard Mellanox Gold Support package, offered to customers requiring mission-critical response time. The service is available to customers located within approximately 100 miles from a Mellanox service depot, where Mellanox will make commercially-reasonable best efforts to deliver the replacement hardware component within four hours from RMA Mellanox approval — 24/7/365.

Note that the service is limited to the delivery of replacement hardware via reliable courier service only; the service does not include any on-site support. For on-site support, please refer to the Mellanox Support Plus service.

### Terms of Service

- Global Expedite RMA Service is subject to Mellanox’s standard terms and conditions for the Gold Maintenance and Support package.
- Units covered under this service must have an active Gold service contract.
- A minimum order quantity of 8 switches under the service order is required to enable this support option per site.
- A Mellanox support engineer will first remotely verify the operation of hardware, and will make attempts to troubleshoot and restore the product to a working condition prior.
- For customers with units deployed within a 4-hour service RMA depot, Mellanox will make commercially-reasonable efforts to deliver a replacement unit within 4 hours after Mellanox approves the RMA and replacement.
- For customers with units that are not within the range of a Mellanox service depot, or for whom the units do not meet the criteria listed for Mellanox 4-Hour Expedite RMA Service, Mellanox will make commercially-reasonable efforts to deliver a replacement unit following standard next business day practice.

- Products and components eligible for replacement in accordance with the 4-Hour Expedite RMA Service must be deployed within a specified range of an authorized stocking facility to qualify.
- Service coverage is not available in all countries and regions.
- Please check with your account representative for availability in your region.
- If you do not find a Mellanox service depot nearby you, you can find out how to qualify for the opening of a new depot near you. Lead times for depot setups may vary and will take between 6 to 8 weeks.
- The services are limited to switching components. Not all components will be available in every location at the beginning of a new contract.
- It is the customer's duty to back up any hardware configuration or configuration changes of the hardware prior to replacement, and to restore the configuration to the replacement unit covered by this agreement. The customer can continue and work with Mellanox Support to complete these actions.

## Service Setup Phase

The service requires a setup phase during which the customer's address details are verified to assure the ability to provide the replacement component in accordance with the service level purchased. This may involve provisioning of a local parts depot. The estimated service activation is 45 working days, to allow the establishment of a new service depot or the transition of material to an existing depot.

## Service Location Coverage

For detailed information on geographical coverage please visit [here](#). If the location where you require the service is not listed, please contact Customer Service sales ([Contracts@Mellanox.com](mailto:Contracts@Mellanox.com)) and provide the full site address including postcode.