



Finjan Vital Security™ Web Appliance Return and Warranty



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Support Services

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Contents

This document contains the following sections:

1. Appliance return guidelines
2. RMA process
3. Finjan software limited warranty
4. RMA request form

Terms

Customer	The organization that purchases the Finjan product and intends to use it. Also known as the End User and as the purchaser.
Distributor	The organization that receives the Finjan products from and works directly with Finjan to supply and maintain the products for a given geographical area.
Reseller	The organization that sells the Finjan products directly to the customer and receives them from the distributor.

Note: In some areas one organization can assume the role of both Distributor and Reseller. This will occur when the customer purchases the product directly from the Distributor.

Appliance Return Guidelines

Warranty and RMA Information

All Finjan products are supplied with a limited 12 month warranty which covers material and workmanship defects. For a list of situations not covered by this warranty, please see Finjan Software Limited Warranty.

Warranty Repairs

- Within first 90 days from license delivery, all shipping costs will be paid by the vendor.
- After 90 days, the cost of shipping the faulty appliance to Finjan will be paid by the distributor (excluding duties and taxes).
- Shipping cost for the replacement appliance will be paid by Finjan (excluding duties and taxes).

Refurbishing Fees

Any returned product that requires refurbishing, is damaged due to inadequate or improper packaging protection, or that has been returned without original packing materials will be subject to a refurbishing fee.

Out-of-Warranty

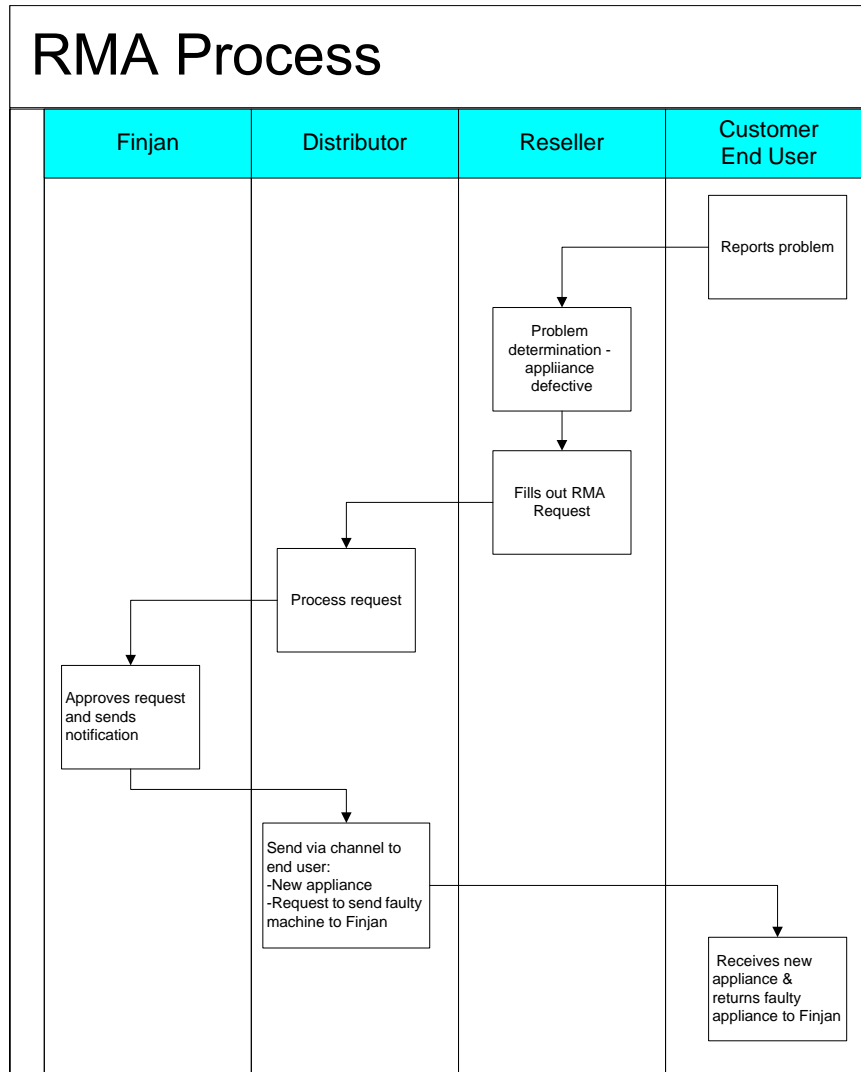
Out-of-warranty repairs will be performed for a minimum fee of 250 USD covering test and repair. Additional charges may be imposed for extensive repairs. All shipping charges will be the responsibility of the customer. The repaired unit will have a 90-day warranty beginning from the date of return.

Finjan Return Material Authorization (RMA) Process

The following describes the return process. It is summarized in the flowchart following.

1. **Customer** contacts **Reseller** via established normal channels and reports problem.
2. **Reseller** performs problem determination and concludes that the Finjan appliance must be replaced.
3. **Reseller** submits RMA Request Form (appearing at the end of this document) to the **Distributor** via their established normal channels. The following information is required:
 - Customer and Contact Information
 - Device Type and Serial #
 - Date of Purchase
 - Detailed Description of Problem, including whether:
 - constant or intermittent problem
 - product was working before and then stopped working, and, if so, what changed
4. **Distributor** forwards RMA Request Form to **Finjan** (at the designated location).
5. **Finjan** will review and document the problem. If an RMA is necessary, we will email an "RMA Authorization" form to the **Distributor** authorizing product replacement.
6. **Distributor** sends replacement box to **Customer** along with instructions for returning the original appliance.
7. **Customer** receives replacement appliance and installs it. **Customer** returns defective appliance to the **Finjan** designated address. Returned products must be shipped in original packaging with the RMA # clearly written on the outside of the box.

Steps 3 to 7 must be completed within 3 business days.



3 Days

Shipping and Damage Claims

All shipping costs and shipping damage claims are the responsibility of the **Customer**. The Customer should inspect each shipment upon delivery and IMMEDIATELY report all damage, to the carrier. There may be time limits and inspections may be required.

Finjan Software Limited Warranty

What is covered by the limited warranty?

This limited warranty covers defects in materials and workmanship.

What is not covered by this limited warranty?

- Parts requiring replacement due to improper installation, misuse, poor site conditions, faulty power, improper grounding, etc.
- Physical damage to the external and internal parts, lightning damage, accident, abuse, misuse
- Servicing not authorized by Finjan, products that have been opened, altered, or defaced
- Water damage
- Usage other than in accordance with Finjan product instructions and the normal intended use, failure to perform preventive maintenance
- Problems caused by using accessories, parts, or components not supplied by Finjan
- Products for which Finjan has not received payment
- Products marked or identified as “sample” or “Beta” or “demo” or “evaluation”, products loaned or provided at no cost

How long does this limited warranty last?

The limited warranty lasts for 1 year and begins on the date the product is delivered and a license is sent. If you purchased a Finjan product through a reseller or distributor, the warranty begins after receiving the license from Finjan.

Whom do I call if I need warranty service?

If you purchased your product from a Reseller:

Before the warranty expires, you should contact your Reseller. Your Reseller will coordinate the replacement and return of the original product.

If you are a Reseller and purchased your product from a Distributor:

If a Customer contacts you (the Reseller) before the warranty expires, you should contact the Distributor from which you purchased the product. The Distributor will be responsible for all repairs and replacements.

What is the process for repair during the warranty period?

During the 1 year warranty period, Finjan, or an authorized Distributor, will repair a returned Finjan product that proves to be defective in materials or workmanship. If the product is not repairable, it will be replaced with a comparable product that is new or refurbished. If it is determined that the problem is not covered under the warranty, you will be notified and informed of available service alternatives.

How do I return the product for warranty repair?

When you contact Finjan or an authorized Distributor, a Return Material Authorization Number (RMA Number) will be issued for you to include with the return. You must return the products in their original or equivalent packaging, prepay shipping charges, and insure the shipment. You must mark the RMA number on the outside of the box. The repaired or replaced products will be returned to you. Please see RMA process steps described earlier.

Who pays the shipping costs?

Within first 90 days from license delivery, all shipment costs will be paid by the vendor.

After 90 days, the cost of shipping the faulty appliance to Finjan will be paid by the distributor (excluding duties and taxes).

Shipping cost for the replacement appliance will be paid by Finjan (excluding duties and taxes).

Is the warranty period extended if a product is repaired or replaced?

The warranty period is not extended if a product is repaired or replaced.

RMA REQUEST FORM

Customer:		Contact Person:	
Tel:		Date:	
Fax:			
E-mail:			
Reseller:		Estimated Shipping Date:	
Distributor:			
This area is for Finjan use only.		Account Sales:	
RMA No.:			
Box Type	Serial No.	Purchase Date	Problem Description
REMARKS:			

Finjan Ltd.

Confirmed By

Authorized Signature

Authorized Signature