

Juniper Networks Product Warranty – Business Summary

All information contained in this document is meant as a summary only and the formal warranty statements will always supersede any information provided in this document. All Juniper Networks Warranty statements can be found at: <http://www.juniper.net/support/warranty/>

Product Warranty Summary

Warranty Start Date for all products

"Start Date" is the date the product is shipped from the manufacturing facilities of Juniper Networks, Inc. ("Juniper Networks"). For products that are shipped directly from a Juniper Networks manufacturing facility to the customer, the warranty period is twelve (12) months from the manufacturing shipment date. For products that are shipped from a Juniper Networks Authorized Distributor, the warranty period is fifteen (15) months from the manufacturing shipment date for hardware assistance.

Products Covered	JTAC	Hardware	Software
All Juniper Networks E-, M-, MX-, T-, and J-series	1 year of online RMA processing	1 year 20-day return-to-factory (RTF) repair/replace	90 days software media
SDX and JUNOS	Not Applicable	Not Applicable	90 days software media
FWL/VPN, Secure Access, D/X and W/X Products, , Steel Belted Radius, VF Series, EX-Series	1 year of online RMA processing	1 year 20-day return-to-factory (RTF) repair/replace	1 time software release within 15 days of customer receipt of product ¹
IDP products, NSM, Remote Products, CMS, Odyssey Access Client	Not Applicable	Not Applicable	1 time software release within 15 days of customer receipt of product ¹

1 Product must be registered within 12-months of date of shipment from Juniper Networks.

Entitlement Details

JTAC Warranty Assistance

The Juniper Technical Assistance Center (JTAC) will provide online RMA processing assistance to warranted customers. To receive phone support, installation/configuration assistance, or troubleshooting assistance a support contract must be in place. JTAC will not provide priority response times to warranted customers.

Software Releases

Software is provided online via the Juniper CSC online tools.

Hardware Support

Juniper provides a 20 business day return-to-factory hardware repair or replacement RMA. Customer is responsible for all shipping costs under the warranty. Juniper has 20 business days from receipt of the defective product to repair or replace the defective unit under the warranty RMA.

General Warranty Business Rules

- All FWL/VPN, AV, SSL, IDP, and Remote products must be registered in CSC in order to activate the warranty. For details on how to register your products, please visit us at:
http://www.juniper.net/support/warranty/register_ra500.html
- For details on how to activate your product features, please visit us at:
<http://www.juniper.net/support/warranty/register.html>

Frequently Asked Questions

1. What is the warranty start-date for the end-user?

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- For products that are shipped directly from a Juniper Networks manufacturing facility to the customer, the warranty period is twelve (12) months from the manufacturing shipment date.
- For products that are shipped from a Juniper Networks Authorized Distributor, the warranty period is fifteen (15) months from the manufacturing shipment date.

2. Is the operating system software covered under warranty?

Yes. For all hardware products that run the JUNOS operating system, the product is shipped from the manufacturing facility and has the most current version of the operating system installed. Therefore, Juniper Networks will only warrant the media in which the product is shipped. For all other hardware products including ScreenOS, WXOS, DXOS, and others, the software is warranted for 90 days from receipt of the product from Juniper Networks and the latest version of software can be download from the CSC, upon registration of the product. For complete details please visit us at:
http://www.juniper.net/support/warranty/sw_matrix.html

3. When does a product qualify under Dead-On-Arrival (DOA)?

The Juniper Networks product must be configured within the first 30 business days of receipt of the product, and the product must fail within the first 24 hours of operation in order to qualify for a DOA replacement.