

RETURN POLICY



For each category of product, a respondent submits a pricing proposal, respondent must also provide a written statement outlining that category's return policy.

Should any DIR client have a question on a return of wish to open a case requesting an RMA with an authorized support provider, they can contact Mosaic451 (Toll Free (888) 364-0803), we have network and security analysts manning the phones 7x24x365 days a year.

Most all manufacturers require the issuance of an RMA, Return Material Authorization.

RMA Policy by category and by vendor is presented below:

RETURN POLICY BY CATEGORY

SECURITY APPLIANCES/APPLICATIONS

Requires the customer contact the manufacturers support line and request an RMA, Return Material Authorization.

Firewalls

Requires the customer contact the manufacturers support line and request an RMA, Return Material Authorization.

Email Security

Requires the customer contact the manufacturers support line and request an RMA, Return Material Authorization.

Backup and Recovery

Requires the customer contact the manufacturers support line and request an RMA, Return Material Authorization.

Cloud-based and physical web gateway protection/management

Requires the customer contact the manufacturers support line and request an RMA, Return Material Authorization.

Endpoint Protection

Requires the customer contact the manufacturers support line and request an RMA, Return Material Authorization.

Mobile Device Management (MDM) solutions

Requires the customer contact the manufacturers support line and request an RMA, Return Material Authorization.

Networking as a Service offerings including scalable networking and failover solutions

MOSAIC451 NETWORK AS A SERVICE (MANAGED NETWORK SERVICES)

The deliverable is service; there is no product to return. Mosaic451 has never lost a customer and works diligently to maintain a high level of customer satisfaction. Mosaic451 will allow the client out of the contract after 9 months if not satisfied.

MOSAIC451 SECURITY AS A SERVICE (MANAGED SECURITY SERVICES)

The deliverable is service; there is no product to return Mosaic451 has never lost a customer and works diligently to maintain a high level of customer satisfaction. Mosaic451 will allow the client out of the contract after 9 months if not satisfied.

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Appliance/Application Support Options

(Support Documentation for each manufacturer in Mosaic451 Exhibit 2)

Return Policy by Manufacturer

- Arista
- CarbonBlack
- CheckPoint
- Fortinet
- Mosaic451
- Netskope
- Palo Alto Networks
- Tegile
- Zerto

Arista - A-Care Service offerings provide worldwide RMA and advance hardware replacement with flexible choices to meet the operational needs of our customers. The offering includes two primary delivery options:

Standard shipment-based delivery for advance replacement hardware, with options for Next Business Day, 4 Hour, and 2 Hour service levels. These services are available via SKUs starting with 'SVC'. In the United States, Onsite installation for advance replacement hardware, performed by an onsite engineer with options for Next Business Day and 4 Hour service levels. These services are available via SKUs starting with 'OSV'. Customers are able to choose the level of coverage on their capital investment that is most appropriate for your business. In addition, when you chose to obtain hardware support, you will receive proactive notifications about known hardware issues.

Fortinet - FortiCare 360° Support Service is available on FortiGate and FortiWiFi appliances and accompanies you throughout the life cycle of your security projects with support delivered by a global team available every minute of every day. Call the Fortinet Support Center at +1 408-235-7700 or +1 408-542-7780 (International) or select your country for a local telephone number. To obtain an RMA Authorization. FortiCare Premium RMA Service is designed to minimize downtime and is offered in three options:

- Next-day Delivery: Parts delivered the day following
- RMA approval by Fortinet support.
- 4-Hour Courier: Parts delivered on-site 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.
- 4-Hour On-site Engineer: Parts delivered on-site with an engineer, 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.
- FortiCare Secure RMA Service allows for non-return of an appliance for those customers with strict rules and requirements for physical data protection.

Check Point - RMA Policy, please contact Check Point at rma_return@checkpoint.com Check Point strives to provide you a simplified return process for your defective products. The below return shipping instructions will assist you in the step-by-step requirements to ensure you can return your defective product easily. To further assist in the return shipment, please see the quick links below for pre-printed labels (per region) you can apply directly to your return package. Return of defective appliances to Check Point should be handled by the customer. Customers with On-site support or in a Dead-on Arrival (DOA) case will receive a prepaid label for return of the defective product(s) and/or arrange a pick-up service. An email with the Pre-Paid label and instructions will be sent through the open Service Request. This will be at Check Point's expense.

Faulty unit(s)/part(s) shall be returned to Check Point within 10 calendar days of delivery date of the replacement unit(s)/part(s). Check Point reserves the right to charge 40% of official list price for equipment that was not returned to Check Point's warehouse. Unreturned unit(s)/part(s) fee will be charged in your next Support Renewal.

You may use the courier of your choice. Please make sure to keep the return tracking number (airway bill) along with your RMA reference number as proof of return delivery. Tracking numbers can be updated by sending an E-mail to: rma_return@checkpoint.com with the RMA number as a reference. All support contract / blades will be moved to the replacement part(s) at the time of delivery

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Palo Alto Networks Firewall RMA Overview

To replace or repair a firewall, **open a case requesting an RMA with an authorized support provider**, in this case it would be Mosaic451 (Toll Free (888) 364-0803). This document discusses how to prepare the replacement firewall for the production environment. Steps--Return the defective device. To restore the factory default before returning, refer to: How to Factory Reset a Palo Alto Networks Device or if running PAN-OS 6.0 and later, review. How to SSH into Maintenance Mode because the SSH to maintenance mode is possible. Customers whose support subscription includes advance replacement of a failed firewall must return the defective unit to Palo Alto Networks after receiving the replacement. United States Customers - A return shipping label will be in the carton with the replacement. Affix the label to the carton to return the defective unit.

International Customers - Refer to return instructions and documents in the replacement shipping carton. Register the new firewall and transfer licenses:

Upon receipt, register the new device and transfer licenses from the old unit. After Palo Alto Networks receives the failed device, the old licensing is stripped, so it is important to transfer the licenses immediately.

Tegile

Open a case requesting an RMA with an authorized support provider, in this case it would be Mosaic451 (Toll Free (888) 364-0803, Hours: 7x24x365).

Zerto

Open a case requesting an RMA with an authorized support provider, in this case it would be Mosaic451 (Toll Free (888) 364-0803, Hours: 7x24x365).

Carbon Black

Open a case requesting an RMA with an authorized support provider, in this case it would be Mosaic451 (Toll Free (888) 364-0803, Hours: 7x24x365).

CrowdStrike

Open a case requesting an RMA with an authorized support provider, in this case it would be Mosaic451 (Toll Free (888) 364-0803, Hours: 7x24x365).

