FORTINET

FortiCompanion
   to RMA Services

Consistent service and the reliability of your security infrastructure are critical to the business success of your organization. To address these requirements, the FortiCare™ service portfolio, provides a comprehensive set of programs with global coverage for technical services and security threat management.

Preventing problems and recovering quickly, are the aim of our technical support services, with upgrade options available across the portfolio in particular for replacement of defective hardware.

This FortiCompanion handbook will provide you with the information to understand and make best use of the RMA (hardware replacement) services available to you as a valued customer.

FortiCare™ Hardware Support Definitions

There are three levels of hardware replacement available for purchase. For more information on these service levels refer to the appropriate service description.

Return & Replace

After Fortinet provides confirmation of a defect, the customer ships the defective hardware at their expense to the depot indicated in the RMA (Return Merchandise Authorization) ticket. The defective hardware should be packed in its original box, with a copy of the RMA form. A replacement will be shipped within three business days, of Fortinet receiving the defective hardware.

Advanced Replacement – next Business Day Delivery

Fortinet ships a replacement which aims to arrive the next business day if the defect is confirmed before 14.00 (time of the regional parts depot). The customer ships back the defective hardware, at their expense, to the depot indicated in the RMA ticket. The defective hardware should be packed in its original box with a copy of the RMA form. It should be returned within thirty days following receipt of the replacement, beyond that time, Fortinet reserves the right to invoice for product.

Premium RMA

For customers with critical environments higher levels of service are available within the Premium RMA (PRMA) portfolio; these levels are:

- Next Day Delivery
- 4 Hours On-Site Parts Delivery
- 4 Hours On-Site Engineer
- Secure RMA (Non-Return of Hardware)

Additional details are available in a later section.

The following service levels are available as part of warranty, for more information refer to the EULA (End User License Agreement) and Fortinet Service Terms which are available at https://www.fortinet.com/corporate/about-us/legal.html.

Dead on Arrival

A product is classified as DOA (Dead on Arrival) if the defect is reported within the first thirty days after product registration but no later than one hundred and twenty days after the original shipment from Fortinet. All DOA requests are handled at the level of advanced replacement next business day delivery. The replacement hardware will be a new device. Fortinet will bear the shipping expenses, for both the return of the defective unit, and the shipment of the replacement unit.

Hardware Warranty

It is recommended to purchase FortiCare™ services for all products, in the event that you do not purchase a service contract, you will be covered by a limited hardware warranty service as defined in the E.U.L.A.

Service Scope

Anti-Tamper Seal

All Fortinet products include a tamper seal sticker, to ensure that the device has not been compromised in any way. Breaking the seal under any circumstances will void your hardware service coverage and Fortinet will not accept liability for any damage that may occur.

Chassis & Modules Hardware Coverage

- Fortinet solutions include a range of chassis products (example, FG-5144C) which can be populated with blades (example the FG-5001D). Hardware replacement services for the chassis are enabled through the FortiCare™ service contract (8x5) or (24x7) on a relevant blade. To create a ticket for replacement of any hardware component on the chassis i.e. shelf manager, power supply or fan tray you should create a ticket against a blade with the appropriate entitlement.
- Fortinet modules provide flexibility for physical network configurations as well as enhanced firewall performance. Hardware replacement services for a module are enabled through the FortiCare™ service contract (8x5) or (24x7) which is active on the relevant FortiGate product. To create a ticket for replacement of a module a ticket should be created against the FortiGate product into which the module is inserted.
- It is possible to uplift the service level by purchasing a PRMA service to cover either an individual module or a chassis. In this case an individual PRMA service contract is required for each module or chassis.
- The asset management interface within the Support Portal provides the capability to associate blades or modules with their corresponding chassis, to facilitate tracking of the address, and physical location.

Media Retention

For removable FRUs (Field Replaceable Unit), the TAC representative will specify in the RMA ticket if the FRU is required to be returned. It should be noted that removable hard disks do not need to be returned.

Location Changes

Fortinet will provide hardware services for a product purchased by the customer in one country and installed in another (excepting embargoed countries). The regional RMA parts depot, which is closest to the product location, will handle the replacement request. As a result, it is recommended to associate an address with each product in the support portal both to track assets, but also to facilitate creation of hardware replacement tickets with the support teams.

Shipment Policy

All shipments are made DAP (Delivered at Place) whereby Fortinet pays the shipping cost, and the customer is responsible, for the payment of all import clearance charges and duties. The replacement will be in the majority of cases a refurbished appliance, and for products which have passed the end of order lifecycle phases, it could be an equivalent or better specification.

The shipment of appliances over 40 kilograms (e.g. FortiGate 3980E) may require transportation and handling arrangements which could extend delivery times.

Hardware Lifecycle Policy

To ensure we provide innovative solutions to customers, products are periodically discontinued. When this occurs, an announcement including a transition plan is created. The product then enters the end of life phase, during which, it is possible to purchase up to sixty months of support services. All information regarding end of life announcements is stored on the support portal together with the 'Hardware and Software Lifecycle Policy'. It is recommended that all customers ensure they are familiar with this document.

https://support.fortinet.com/Information/ProductLifeCycle.aspx

Requesting replacement hardware

Hardware Quick Inspection Package (HQIP)

To verify a hardware failure, you will be requested by the TAC to use HQIP a dedicated firmware image that verifies the CPU, memory, compact flash, hard disk and PCI devices (NIC/ASIC). For more details on the HQIP process please consult our Knowledge Base;

http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD34745

RMA Ticket

Once you have confirmed the failure and wish to open an RMA ticket please ensure you have the following information available:

- Serial number.
- Description of the defect.
- Steps taken to confirm that the hardware is faulty including the output of any HQIP testing.
- Shipping information.
  (Note: this is available on ticket creation if you have associated an address with the product in the support portal. To add an address, select the serial number and choose location).

On confirmation of the hardware defect, Fortinet will ship a replacement product within the timescales appropriate for the level of service entitlement.

It should be noted that is not possible to request the FortiOS version, which will be installed on the replacement unit.

RMA Ticket Status & Definitions

You may view the status of your RMA ticket at all times by logging into the support portal.

RMA Activity	Support Portal Ticket Status	Definition
Pending Approval	Registered	New RMA request
Approved, Waiting Unit	AwDefUnit	FortiCare™ 8x5 Awaiting defective unit to be returned to initiate a replacement product shipment
Approved, Pending Shipment	In Progress	The RMA team is in the process of preparing and arranging the shipment of a replacement product
Waiting Defective	RMAReturnPend	FortiCare™ 24x7 Awaiting defective product to be returned by the customer

Service Entitlement Transfer

Once you have received and installed the replacement hardware you must transfer service entitlements (FortiCare™ Technical Support and/or FortiGuard™ Security Services) via the Support Portal. This option is available by selecting the defective serial number and selecting RMA Transfer.

It should be noted that the automated activation of FortiGuard™ Services after a license transfer may take up to four hours.

You can manually initiate a security service update via the product GUI (Option - Update AV & IPS Definitions).

On-site Spares

If you use on-site cold spares you need to ensure the following procedure:

- Spares stock must *not be registered* in the support portal.
- Upon an incident log an RMA ticket against the defective hardware with active services. This is required to a) obtain a replacement product and b) ensure transfer of licenses from the defective to replacement hardware.
- Within the RMA ticket *do not choose* the option *RMA Contract and Service Transfer Option* as this will transfer the service contract to the replacement unit to be shipped by Fortinet.
- On approval of the RMA ticket the licenses may be transferred to the serial number of the on-site spare via the support portal (Product Information/Registration/RMA transfer).
- The replacement product, once received should be stocked, until a failure occurs

Handling Procedure for Customer Returned Product

It is recommended, where feasible that customers should take steps to remove data from defective products prior to returning them to Fortinet. Data on the FortiGate boot device and any hard disks can be securely and permanently erased using the *execute erase-disk* command. This performs a low-level format, as well as overwriting each block, with random data.

All products, which are returned to Fortinet, are processed as follows:

- All media is formatted.
- The failure is verified. If it is confirmed that the product is defective it is sent for repair if viable, or scrapped. The scrapping of products, is performed by a certified vendor and includes the physical destruction of the data media.
- If no fault is found the product is physically refurbished and any previous customer markings removed.
- The configuration is erased and the product is reset to factory defaults.

Statement of Policy Regarding the Removal of Data

Fortinet uses industry standard procedures aligned to NIST 800-88 "Guidelines for Media Sanitization" for the appropriate removal of data held on specific components within returned systems. NIST stands for the National Institute of Standards and Technology, U.S. Department of Commerce

For products, that are considered repairable for reuse, data will be purged from all storage components including flash, SSD's and HDD's as appropriate for the specific model. The applicable techniques required may differ by technology, but, shall be based on the above standard definition.

For products deemed damaged beyond repair, Fortinet will use industry standard procedures aligned to NIST 800-88 to destroy the media, making data retrieval infeasible through physical destruction techniques. The required media to destroy will be dependent on model and shall include removable flash memory, SSD's and HDD's. Fortinet will not provide the certificate of destruction.

Storage of Defective Return Products, Pending Processing

Before products are processed as set forth above, Fortinet will hold such products in a secured warehouse or other storage facility in accordance with Fortinet and industry standards.

Customers concerned about physical retention of secure data on defective products may opt to purchase the Secure RMA service, permitting the local scrapping and non-return of the defective unit.

Secure RMA

The Secure RMA service is designed for customers with strict requirements for protection of data within their physical environment. Fortinet products in general store configuration information on solid-state media which are not field replaceable as a result it is not possible to remove these items without invalidating warranty.

For maximum security the Secure RMA service allows for the non-return of the defective hardware and therefore the protection of data within the customer's premises. The service is available as an up-lift option, per product, for all levels of RMA replacement - FortiCare™ or Premium RMA.

As part of the Secure RMA ticket procedure the customer will be requested to complete an 'RMA Release of Liability' form before shipment of the replacement product. This confirms that the customer will destroy the unit in compliance with applicable regulatory requirements.

Premium RMA

The Premium RMA service is designed for customers who require replacement hardware on-site within a given timeframe. The Service is uniquely delivered by telephone, using dedicated parts strategically located, to assure the service level agreement.

Service Options

There are three services levels available as an up-lift option per product;

- 4-hour on-site engineer (4HR-E); A replacement part will be delivered on site by a courier service. An engineer will arrive, rack and cable the appliance, and leave with the defective part if requested.
- 4-hour on-site parts delivery (4HR); A replacement part will be delivered on site by a courier service.
- Next day delivery (NDD); A replacement part will be delivered by courier service and arrive on the next day, if the exchange is confirmed, in accordance with the applicable country cut-off time.

It should be noted:

- A Premium RMA service contract may only be activated in combination with FortiCare™ 24x7.
- It is not possible to upgrade to a PRMA service level when a product is in the end of life phase.

Service Scope

A PRMA contract is required for each Fortinet product for which the service is required, so for example;

- If you have a FortiGate, with modules installed, you need to purchase a PRMA contract for the FortiGate and each of the modules for which the service level is required.
- If you have a chassis you will need to purchase a PRMA contract to cover the chassis.

The initial service duration must be a minimum period of twelve months, thereafter, contract extensions may be of a lesser period.

Service Setup Phase

The service includes a setup phase during which the customer's address details are verified to assure the capability to provide the replacement within the service level purchased. This may involve provisioning of a local parts depot. The progression of the service activation is visible via the support portal and within thirty days or less the service will be operational.

Location Changes

It is possible to change the location of an appliance by contacting Customer Services, however, this is subject to service availability at the new address. A thirty-day setup period may be applicable to a change of location.

Service Delivery

The service delivery process is as follows:

- Upon first contact via telephone, the customer will be asked to confirm; the on-site address as well as a contact name for an individual who will oversee acceptance of the replacement.
- For 4HR and NDD, the replacement will be delivered to the contact.
- The customer is responsible for the product exchange, assuring the configuration and appropriate firmware, as well as shipment back to the return depot.
- For 4HR-E, the customer is required to arrange both for access to perform the replacement as well as adequate workspace in advance of the activity. The engineer will exchange the defective part, restore firmware and IP address information and remain on site until IP connectivity to the unit is confirmed (to allow for restoration of the configuration). The engineer will leave with the defective part.

Service Availability

Hardware replacement services are delivered using regional and in-country depots to assure delivery times. Except for PRMA shipments each parts depot respects in-country public holidays and will not make shipments on those days.

Delivery times are dependent upon a number of factors including the destination address within a country, and customs clearance times for international shipments.

If the location where the service is required is not listed, in this document you may request availability via your channel partner. Alternatively, you may contact Customer Service (cs@fortinet.com), providing the full site address including the postcode. It should be noted that turnaround time for service availability for Premium RMA services may take up to five working days.

Location of Regional Depots

Region	Central Depot
Americas	RMA Department, Fortinet Inc, 1570 Atlantic Street, Union City, CA 94587, U.S.A.
APAC	RMA Department Fortinet International Inc, Jvan An International Co. Ltd. Log, No. 2, Alley 43, Shingbang Road, 330 ROC, Taoyuan City, Taiwan
EMEA	RMA Department, Fortinet, 2740 Route des Cretes, 06560 Valbonne, France

Prohibited Territories

FortiCare™ Services are not provided in embargoed territories this includes Cuba, the Crimea region of Ukraine, Iran, North Korea, Sudan, South Sudan and Syria. If in any doubt, refer to the Global Trade Compliance team:

http://www.fortinet.com/aboutus/global-trade-compliance.html

Customs Clearance, Importation Duties & Licenses

Hardware replacements are shipped to the Customer with incoterm DAP (Delivery at Place) using a Fortinet carrier, with the freight prepaid, excluding any import duties, taxes or other fees.

Fortinet is not responsible for customs clearance, import duties or licenses for international shipments. For those

locations where Fortinet has no regional parts depot (as outlined in the global service coverage table) an international shipment of the hardware will be required. All international shipments generate customs and duty payment obligations, both for the receipt and return shipment, of defective product.

When making a return international shipment of the defective product to Fortinet it is important to declare to the relevant authorities, certain information such as a short product description, the ECCN (Export Control Classification Number) and HTS (Harmonized Tariff Schedule) codes, as well as the value of the defective material. The required information is outlined in the document "Return Profoma Invoice" which can be downloaded from the RMA Form (which is contained in each RMA ticket).

This information is vital, as an incorrect declaration may prevent importation. Failure to import will result in the product being returned to the customer, with associated costs, by their shipping agent. For additional information on custom clearance please contact our customer service team (cs@fortinet.com).

The 'encryption' aspect of many Fortinet products may require special importation licenses in certain locations. The customer is responsible for ensuring such licenses are available prior to shipment in order to avoid delays or confiscation of the products by customs.

Global Service Availability

Country	RR	AR	NDD	4HR	4HR-E
Albania	blue	blue	red	red	red
Algeria	blue	blue	red	red	red
American Samoa	blue	blue	red	red	red
Andorra	blue	blue	red	red	red
Angola	blue	blue	red	red	red
Anguilla	blue	blue	red	red	red
Antarctica	blue	blue	red	red	red
Argentina	blue	blue	green	green	green
Armenia	blue	blue	red	red	red
Aruba	blue	blue	red	red	red
Australia	green	green	green	green	green
Austria	green	green	green	green	green
Azerbaijan	blue	blue	red	red	red
Bahamas	blue	blue	red	red	red
Bahrain	blue	blue	red	red	red
Bangladesh	blue	blue	red	red	red
Barbados	green	green	red	red	red
Belarus	blue	blue	red	red	red
Belgium	green	green	green	green	green
Belize	blue	blue	red	red	red
Benin	blue	blue	red	red	red
Bermuda	blue	blue	red	red	red
Bhutan	blue	blue	red	red	red
Bolivia	blue	blue	red	red	red
Bosnia & Herze.	blue	blue	red	red	red
Botswana	blue	blue	red	red	red
Bouvet Island	blue	blue	red	red	red
Brazil	green	green	green	green	green
Brunei Daru.	blue	blue	red	red	red
Bulgaria	green	green	red	red	red
Burkina Faso	blue	blue	red	red	red
Burundi	blue	blue	red	red	red
Cambodia	blue	blue	red	red	red
Cameroon	blue	blue	red	red	red
Canada	green	green	green	green	green
Cent.African.Rep.	blue	blue	red	red	red
Chad	blue	blue	red	red	red
Chile	blue	blue	green	green	green
China	green	green	green	green	green
Colombia	green	green	green	green	green
Comoros	blue	blue	red	red	red
Congo	blue	blue	red	red	red
Cook Islands	blue	blue	red	red	red
Costa Rica	blue	blue	red	red	red
Côte D'Ivoire	blue	blue	red	red	red
Croatia	green	green	red	red	red
Curacao	blue	blue	red	red	red
Cyprus	blue	blue	red	red	red
Czech Republic	green	green	green	green	green

Country	RR	AR	NDD	4HR	4HR-E
Denmark	green	green	green	green	green
Djibouti	blue	blue	red	red	red
Dominica	blue	blue	red	red	red
Dominican Rep.	blue	blue	red	red	red
Ecuador	blue	blue	red	red	red
Egypt	green	green	red	red	red
El Salvador	blue	blue	red	red	red
EquatorialGuinea	blue	blue	red	red	red
Eritrea	blue	blue	red	red	red
Estonia	green	green	red	red	red
Ethiopia	blue	blue	red	red	red
Faroe Islands	blue	blue	red	red	red
Fiji	blue	blue	red	red	red
Finland	green	green	green	green	green
France	green	green	green	green	green
French Guiana	blue	blue	red	red	red
French Polynesia	blue	blue	red	red	red
Gabon	blue	blue	red	red	red
Gambia	blue	blue	red	red	red
Georgia	blue	blue	red	red	red
Germany	green	green	green	green	green
Ghana	blue	blue	red	red	red
Gibraltar	blue	blue	red	red	red
Greece	green	green	red	red	red
Greenland	blue	blue	red	red	red
Grenada	blue	blue	red	red	red
Guadeloupe	blue	blue	red	red	red
Guatemala	blue	blue	red	red	red
Guinea	blue	blue	red	red	red
Guyana	blue	blue	red	red	red
Haiti	blue	blue	red	red	red
Honduras	blue	blue	red	red	red
Hong Kong	green	green	green	green	green
Hungary	green	green	green	green	green
Iceland	blue	blue	red	red	red
India	green	green	green	green ●5hr	green ●5hr
Indonesia	blue	blue	red	red	red
Iraq	blue	blue	red	red	red
Ireland	green	green	green	green	green
Israel	green	green	green	green	green
Italy	green	green	green	green	green
Ivory Coast	blue	blue	red	red	red
Jamaica	blue	blue	red	red	red
Japan	green	green	green	green	green
Jordan	blue	blue	red	red	red
Kazakhstan	blue	blue	red	red	red
Kenya	blue	blue	red	red	red
Kiribati	blue	blue	red	red	red
Kuwait	blue	blue	red	red	red

Country	RR	AR	NDD	4HR	4HR-E
Laos	🔵	🔵	🔴	🔴	🔴
Latvia	🟢	🟢	🔴	🔴	🔴
Lebanon	🔵	🔵	🔴	🔴	🔴
Lesotho	🔵	🔵	🔴	🔴	🔴
Liberia	🔵	🔵	🔴	🔴	🔴
Libya	🔵	🔵	🔴	🔴	🔴
Liechtenstein	🟢	🟢	🟢	🟢	🟢
Lithuania	🟢	🟢	🔴	🔴	🔴
Luxembourg	🟢	🟢	🟢	🟢	🟢
Macedonia	🔵	🔵	🔴	🔴	🔴
Madagascar	🔵	🔵	🔴	🔴	🔴
Malawi	🔵	🔵	🔴	🔴	🔴
Malaysia	🔵	🔵	🟢	🟢	🟢
Maldives	🔵	🔵	🔴	🔴	🔴
Mali	🔵	🔵	🔴	🔴	🔴
Malta	🟢	🟢	🔴	🔴	🔴
Marshall Islands	🔵	🔵	🔴	🔴	🔴
Martinique	🔵	🔵	🔴	🔴	🔴
Mauritania	🔵	🔵	🔴	🔴	🔴
Mauritius	🔵	🔵	🔴	🔴	🔴
Mayotte	🔵	🔵	🔴	🔴	🔴
Mexico	🟢	🟢	🟢	🟢	🟢
Moldova	🔵	🔵	🔴	🔴	🔴
Monaco	🟢	🟢	🟢	🟢	🟢
Mongolia	🔵	🔵	🔴	🔴	🔴
Montenegro	🔵	🔵	🔴	🔴	🔴
Montserrat	🔵	🔵	🔴	🔴	🔴
Morocco	🔵	🔵	🔴	🔴	🔴
Mozambique	🔵	🔵	🔴	🔴	🔴
Namibia	🔵	🔵	🔴	🔴	🔴
Nepal	🔵	🔵	🔴	🔴	🔴
Netherlands	🟢	🟢	🟢	🟢	🟢
New Zealand	🟢	🟢	🟢	🟢	🟢
Nicaragua	🔵	🔵	🔴	🔴	🔴
Niger	🔵	🔵	🔴	🔴	🔴
Nigeria	🔵	🔵	🔴	🔴	🔴
Norway	🟢	🟢	🟢	🟢	🟢
Oman	🔵	🔵	🔴	🔴	🔴
Pakistan	🟢	🟢	🔴	🔴	🔴
Palau	🔵	🔵	🔴	🔴	🔴
Panama	🔵	🔵	🔴	🔴	🔴
Papua N. Guinea	🔵	🔵	🔴	🔴	🔴
Paraguay	🔵	🔵	🔴	🔴	🔴
Peru	🔵	🔵	🟢	🟢	🟢
Philippines	🟢	🟢	🟢	🟢	🟢
Poland	🟢	🟢	🟢	🟢	🟢
Portugal	🟢	🟢	🟢	🟢	🟢
Puerto Rico	🟢	🟢	🟢	🟢	🟢
Qatar	🔵	🔵	🔴	🔴	🔴
Romania	🟢	🟢	🟢	🟢	🔴
Russia	🟢	🟢	🔴	🔴	🔴

Country	RR	AR	NDD	4HR	4HR-E
Rwanda	🔵	🔵	🔴	🔴	🔴
Samoa	🔵	🔵	🔴	🔴	🔴
Saudi Arabia	🟢	🟢	🟢	🟢	🔴
Senegal	🔵	🔵	🔴	🔴	🔴
Serbia	🔵	🔵	🔴	🔴	🔴
Seychelles	🔵	🔵	🔴	🔴	🔴
Sierra Leone	🔵	🔵	🔴	🔴	🔴
Singapore	🟢	🟢	🟢	🟢	🟢
Slovakia	🟢	🟢	🔴	🔴	🔴
Slovenia	🟢	🟢	🔴	🔴	🔴
South Africa	🟢	🟢	🟢	🟢	🟢
South Korea	🟢	🟢	🟢	🟢	🔴
Spain	🟢	🟢	🟢	🟢	🟢
Sri Lanka	🟢	🟢	🔴	🔴	🔴
Suriname	🔵	🔵	🔴	🔴	🔴
Swaziland	🔵	🔵	🔴	🔴	🔴
Sweden	🟢	🟢	🟢	🟢	🟢
Switzerland	🟢	🟢	🟢	🟢	🟢
Taiwan	🟢	🟢	🟢	🟢	🔴
Tajikistan	🔵	🔵	🔴	🔴	🔴
Tanzania	🔵	🔵	🔴	🔴	🔴
Thailand	🟢	🟢	🟢	🟢	🔴
Timor-Leste	🔵	🔵	🔴	🔴	🔴
Togo	🔵	🔵	🔴	🔴	🔴
Tonga	🔵	🔵	🔴	🔴	🔴
Trinidad&Tobago	🔵	🔵	🔴	🔴	🔴
Tunisia	🔵	🔵	🔴	🔴	🔴
Turkey	🟢	🟢	🔴	🔴	🔴
Turkmenistan	🔵	🔵	🔴	🔴	🔴
Tuvalu	🔵	🔵	🔴	🔴	🔴
Uganda	🔵	🔵	🔴	🔴	🔴
Ukraine	🟢	🟢	🔴	🔴	🔴
U.A.E	🟢	🟢	🟢	🟢	🔴
United Kingdom	🟢	🟢	🟢	🟢	🟢
United States	🟢	🟢	🟢	🟢	🟢
Uruguay	🔵	🔵	🔴	🔴	🔴
Uzbekistan	🔵	🔵	🔴	🔴	🔴
Vanuatu	🔵	🔵	🔴	🔴	🔴
Venezuela	🔵	🔵	🔴	🔴	🔴
Vietnam	🔵	🔵	🔴	🔴	🔴
Zambia	🔵	🔵	🔴	🔴	🔴
Zimbabwe	🔵	🔵	🔴	🔴	🔴

Codes

- 🟢 Service Available
- 🔵 Shipment takes more than one business day, Fortinet has no regional or in country parts depot
- 🔴 Service unavailable

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GLOBAL HEADQUARTERS	EMEA SALES OFFICE	APAC SALES OFFICE	LATIN AMERICA SALES OFFICE
Fortinet Inc.	Agora	300 Beach Road 20-01	Prol. Paseo de la Reforma 115 Int. 702
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