

Hardware Support: Shipping Terms

Symantec’s entry-level Hardware Support offerings provide a comprehensive set of support options designed to meet Customer hardware needs. All options (Standard, Standard Plus, Advanced, Premium, Premium Plus & Software Support) include:

- 24x7 telephone support by phone and online
- Online resources – MySymantec (first time users will need to create an account), Symantec Knowledge base, eLibrary, SymantecConnect
- Major, minor and maintenance releases of operating system software
- Hardware replacement services per purchased hardware support option. Shipping terms are as outlined below:

HARDWARE SUPPORT OPTION	HARDWARE SUPPORT INCLUDED	GUARANTEED DELIVERY?	ADVANCE REPLACEMENT? ¹	FREIGHT CHARGES PAID BY	DUTY PAID ON REPLACEMENT PART BY
Standard	Return to Factory (RTF)	No, Symantec will ship repaired/ replacement unit within 10 days of receipt of original unit without a specified arrival date	No, customer must ship failed unit in for repair/replacement	Return (inbound) to Symantec: paid by Customer	Customer
Standard Plus	Same Day Ship (SDS)	No, anticipated delivery within 5 days after shipment, based on regional carrier services ²	Yes ¹	Inbound and outbound: paid by Symantec	Symantec ³
Advanced	Next Business Day Delivery (NBD)	Yes, next business day	Yes ¹	Inbound and outbound: paid by Symantec	Symantec ³
Premium ⁴	Business day delivery within 4 hours, 9x5 (954)	Within 4 business hours during business days, 9x5	Yes ¹	Inbound and outbound: paid by Symantec	Symantec ³
Premium Plus	Delivery 24x7 within 4 hours (244)	Within 4 hours every day, 24x7	Yes ¹	Inbound and outbound: paid by Symantec	Symantec ³
X-SERIES Standard Plus	Same Day Ship (SDS)	No, anticipated delivery within 5 days after shipment, based on regional carrier services ²	Yes ¹	Inbound and outbound: paid by Symantec	Symantec ³

¹ Advance replacement is subject to an RMA shipping cut-off time as published in the RMA Information on <http://www.symantec.com/docs/TECH247480>. View Symantec's hardware policies at <https://www.symantec.com/support-center/policies>

² Delivery may be impacted by delays in customs which are beyond the control of Symantec or its carriers

³ Due to local conditions or exchange control regulations in select countries, Symantec may not be able to offer Delivery Duty Paid for hardware replacement services in those countries (Incoterms DDP).

⁴ Effective 7th January 2019, Symantec is retiring its Premium hardware support option. Symantec's Premium Plus hardware support is the alternative option for optimum hardware replacement coverage. All active Premium contracts will be supported as usual for the duration of the contract term and current customers are recommended to renew with Premium Plus in future.

Please verify the conditions for your specific country when purchasing or activating Symantec product support.

Technical support will be performed in accordance with the terms and conditions published at https://support.symantec.com/en_US/terms/support-fundamentals.html, or successor URL, and Symantec's then current technical support policies.