

## SecurID Warranty and Replacement Parts Maintenance

Product	Standard Warranty Period and Support Option	Support Option Upgrade during Warranty Period	Initial Product Installation	Support Options during Maintenance Period	RMA-Parts Replacement	Customer Performed Tasks (*1)	Designated Customer Replaceable Units (CRU's) (*2)
SecurID Software	90 days: defective media replacement Support during warranty available with purchase or a maintenance support option	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Basic, (*6) Enhanced	N/A	Customer Installation of subsequent Software Releases	N/A
SecurID Tokens	Full Lifecycle of Token up to 6 months from expiration	N/A	Installation not included. Performed by Customer or may be available for separate purchase	N/A	Standard Token Replacement (*3) Advanced Token Replacement (*4)	N/A	N/A
SecurID Appliance	90 Days	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Advanced Replacement (*5) - Next Business Day (Requests must be in by 2pm EST or 4pm Western Europe Time). 1st Year Advanced Replacement  Maintenance for years 2 through 5	Customer Installation of subsequent Software Releases	Appliance
SaaS	N/A Hosted Solution (*7)	N/A	Performed by SecurID	Basic, Enhanced	N/A	SecurID Operation responsible for installation and maintenance of Hosted environment	N/A

### 1. Customer-Performed Tasks:

Customer-performed tasks are product support tasks that Customer is authorized by SecurID to perform. SecurID will provide diagnostic tools and documentation to enable customers to perform replacement of designated Equipment and other service tasks.

### 2. Customer Replaceable Units (CRUs):

CRUs are specific assemblies, components or individual parts of designated SecurID Equipment that Customer is authorized by SecurID to self replace. In the event of a Failure or technical issue, a customer may remove and replace a CRU by using SecurID-provided diagnostic tools and/or documentation. Assemblies or components not designated as CRUs, must be serviced and/or replaced by SecurID or a SecurID authorized service partner.

\*\*Authentication Manager and Authentication Manager Express CRU parts limited to complete Appliance\*\*

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### 3. Standard Token Replacement:

The System/Security Administrator at your company will return any non-expired tokens that no longer function properly to SecurID. Replacements will be shipped within 5 days after the defective token is received. A printable form will be e-mailed back to the customer containing a pre-filled return form with RMA numbers and ship-to information. More details can be found here: <https://rsa.secure.force.com>ReturnsForm>.

### 4. Advanced Token Replacement:

After filling out the appropriate information, SecurID will ship out replacements for each valid token within 2 or 3 days. It is the customer's responsibility to ship the defective tokens back within 60 days of the receipt of the replacement tokens. If not, SecurID will invoice for the amount of the replacement tokens shipped. More details can be found here: <https://rsa.secure.force.com>ReturnsForm>.

### 5. Advanced Replacement:

Appliances are shipped out same day or next business day. SecurID Appliances must be returned within 15 days of receiving replacement or full value of Replacement Appliance will be incurred by Customer. For all other Appliances, Customer has 10 days to return faulty appliances.

### 6. Basic support not available for Authentication Manager

### 7. SaaS

90 day defective media replacement for seed media CDs that are sent to Customers who have purchased hardware or software tokens for SaaS.

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