

All Blue Coat products come with a limited, non-transferable warranty. The warranty period for hardware products is one (1) year from date of shipment. Blue Coat warrants that the products will be free from material defects in manufacturing and materials and perform substantially in conformance with their published specifications during the warranty period. Any third party products that are (a) not manufactured by Blue Coat; (b) not embedded within products manufactured by Blue Coat; or (c) identified as separate items on Blue Coat's price list or quotes shall be subject exclusively to the manufacturer's warranty for such products.

Blue Coat's sole obligation for products covered by warranty will be to repair or replace the product, at Blue Coat's sole discretion, utilizing commercially reasonable means, within 30 days of receipt of the unit at a Blue Coat repair facility. Actual delivery times may vary depending on the customer's location. All replacement units are warranted for ninety (90) days or until the end of the original product warranty, whichever comes later. The customer is responsible for shipping costs associated with shipping the unit to Blue Coat. Blue Coat will provide for return shipment free of charge (excluding Tax & Duty) and is not responsible for the importation (if applicable).

This warranty excludes damage or failure resulting from abuse, misuse, alteration or unauthorized movement, acts of nature or disaster, or unauthorized repair or installation. Blue Coat does not warrant that the operation of products will be uninterrupted or error free or that the products are not vulnerable to fraud or unauthorized use.

Blue Coat shall not be responsible for any software, firmware, information or memory data contained in, stored on or integrated with any hardware or software returned to Blue Coat. Prior to returning any products to Blue Coat, all confidential information must be erased from any storage media.

Technical support for software during the warranty period requires a valid Blue Coat service contract.

Dead-On-Arrival (DOA):

Blue Coat will provide a replacement unit for any hardware that fails to operate in accordance to published configuration and technical specifications within the first 3 business days after installation. Installation must be completed within the first 30 days after shipment. DOA does not include cosmetic or other defects that do not directly affect the hardware's performance. DOA units must be identified as such by either a Blue Coat Technical Support Engineer or a certified BlueTouch Support Partner engineer. A new, like-model replacement unit will be shipped using commercially reasonable means to ship the replacement hardware. The shipment may take up to 5 business days from receipt of notification of product failure subject to product availability. Delivery is dependent on destination and may be impacted by delays in customs which are beyond the control of Blue Coat Systems or its carriers. Customers will be responsible for reading and complying with the return instructions included with the replacement hardware.