

# BLUETOUCH SUPPORT OFFERINGS – HARDWARE SUPPORT

BLUETOUCH SUPPORT OPTION	HARDWARE SUPPORT INCLUDED	GUARANTEED DELIVERY?	ADVANCE REPLACEMENT? <sup>1</sup>	FREIGHT CHARGES PAID BY	DUTY PAID ON REPLACEMENT PART BY
STANDARD	Return to Factory (RTF)	No, Blue Coat 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 BLUE COAT SYSTEMS: paid by Customer	Customer
STANDARD PLUS	Same Day Ship (SDS)	No, anticipated delivery within 5 days after shipment, based on regional carrier services <sup>2</sup>	Yes <sup>1</sup>	Inbound and outbound: paid by BLUE COAT SYSTEMS	BLUE COAT SYSTEMS <sup>3</sup>
ADVANCED	Next Business Day Delivery (NBD)	Yes, next business day	Yes <sup>1</sup>	Inbound and outbound: paid by BLUE COAT SYSTEMS	BLUE COAT SYSTEMS <sup>3</sup>
PREMIUM	Business day delivery within 4 hours, 9x5 (954)	Within 4 business hours during business days, 9x5	Yes <sup>1</sup>	Inbound and outbound: paid by BLUE COAT SYSTEMS	BLUE COAT SYSTEMS <sup>3</sup>
PREMIUM PLUS	Delivery 24x7 within 4 hours (244)	Within 4 hours every day, 24x7	Yes	Inbound and outbound: paid by BLUE COAT SYSTEMS	BLUE COAT SYSTEMS <sup>3</sup>
X-SERIES STANDARD PLUS	Same Day Ship (SDS)	No, anticipated delivery within 5 days after shipment, based on regional carrier services <sup>2</sup>	Yes <sup>1</sup>	Inbound and outbound paid by BLUE COAT SYSTEMS	BLUE COAT SYSTEMS <sup>3</sup>

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<sup>1</sup> Advance replacement is subject to an RMA shipping cut-off time as published in the RMA Information on <http://www.bluecoat.com/support/rma-info#sameday>

<sup>2</sup> Delivery may be impacted by delays in customs which are beyond the control of BLUE COAT SYSTEMS or its carriers

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

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

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