



RSA Warranty and Replacement Parts Maintenance^{1, 5, 6}

Product	Warranty Period	Initial Product Installation	RMA & Parts Replacement	Customer Performed Tasks*
RSA Cloud Software	Warranty runs for the duration of the subscription. See RSA EULA	N/A, Hosted	N/A	RSA is responsible for installation and maintenance of hosted environment.
RSA On-Premises Software	Warranty runs with purchase of a maintenance support option. See RSA EULA	Installation not included. Performed by Customer or may be available for separate purchase.	N/A	Customer Installation of subsequent Software Releases.
RSA OTP Seed Media	150-day defective media replacement for seed media CDs that are sent to Customers.	N/A	150-day defective media replacement for seed media CDs that are sent to Customers.	Seed media must be installed within 90 days of initial shipment from RSA. Seed media is deleted from RSA systems after 150 days of initial shipment to customer.
RSA Hardware Authenticators (iShield Key)⁷	3-year replacement warranty from order date due to hardware failure.	Installation not included. Performed by Customer.	Standard Replacement ³	N/A
RSA Hardware Authenticators (SID700 & SID800)	Full Lifecycle of Hardware Authenticators up to 6 months before the expiration date printed on its backplate.	Installation not included. Performed by Customer.	Standard Replacement ³ Advanced Replacement ⁴	N/A
RSA Hardware Authenticators (DS100)	5-year replacement warranty from order date due to hardware failure.	Installation not included. Performed by Customer.	Standard Replacement ³	N/A
RSA Hardware Appliances	3-year advanced replacement warranty from order date due to hardware failure.	Installation not included. Performed by Customer or may be available for separate purchase.	Appliances are shipped out same day or next business day. RSA 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.	Customer Installation of subsequent Software Releases. Additional warranties may be available for purchase. Customer responsible for CRUs. ²

¹Customer-Performed Tasks:

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

²Customer Replaceable Units (CRUs):

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

³Standard Replacement:

The System/Security Administrator at your company will return any non-expired tokens that no longer function properly to RSA. 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>.

⁴Advanced Replacement:

After filling out the appropriate information, RSA 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, RSA will invoice for the replacement tokens shipped. More details can be found here: <https://rsa.secure.force.com>ReturnsForm>.

⁵Support Option:

Determined based on the support option purchased in your subscription or maintenance agreement with RSA. Please see your order form for additional information.
Basic support not available for Authentication Manager

⁶The Warranties and Replacements stated in the above table shall not apply if Customer fails to comply with the RSA End User License Agreement, or any other agreements made between Customer and RSA, along with misuse, abuse, improper operation or misapplication.

⁷The iShield Key is subject to a 4-year software license in accordance with RSA's End User License Agreement.