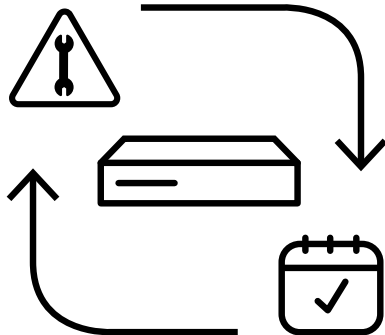


DEAD ON ARRIVAL POLICY



Replacement for defects during initial commissioning

By choosing an R&S®LANCOM product, you have opted for high quality “Engineered in Germany.” However, should your newly purchased device be defective, we regret any inconvenience this may cause. Under the R&S®LANCOM Dead on Arrival (DOA) Policy, we will arrange a prompt replacement if you experience a functional failure when initially commissioning an eligible device. We will, of course, collect the defective device from you free of charge.

Requirements and validity

- ▶ Valid for selected R&S®LANCOM products, such as SD-WAN central-site gateways, Rack Unified Firewalls, and Enterprise-class switches. For details on eligible products, please refer to the [service & support overview](#)
- ▶ Valid for 30 days from the date of the initial purchase of the device via an [R&S®NC Community Partner](#) within the EU; the invoice date is decisive
- ▶ Applies if the device fails to start during initial commissioning or fails within 24 hours after commissioning
- ▶ Advanced replacement is available within the EU.

Reporting a DOA case

In the event of a DOA case, you can contact the service hotline of Rohde & Schwarz Networks and Cybersecurity Monday to Friday from 9 a.m. to 5 p.m. CET (except for regional holidays in Wuersele, Germany, CET) at +49 (0) 2405 / 49 936-210. Please have the invoice and the serial number of your device ready for verification.

Replacement and delivery

For cases reported by 2 p.m. (CET), we aim to deliver a replacement device on the next business day (Monday to Friday) in metropolitan areas. For cases reported later, delivery addresses outside metropolitan areas, or in the event of supply shortages, delivery may be postponed to a subsequent business day. The defective device will be picked up by a courier service. Delivery and collection are free of charge.

Parcels cannot be sent on the following days:

Fixed days per year: Jan 1st New Year's Day, May 1st Labor Day, Oct 3rd German Unification Day, Nov 1st All Saints' Day, Dec 24th Christmas Eve, Dec 25th 1st Christmas Day, Dec 26th 2nd Christmas Day, Dec 31st New Year's Eve

Variable days: Rose Monday, Good Friday, Easter Monday, Ascension Day, Whit Monday, Corpus Christi

For more information about the estimated delivery time to your region (e. g. islands), please visit the [website of the parcel service provider](#).

Further Information

An overview of all service & support services offered by Rohde & Schwarz Networks and Cybersecurity is available in the [service & support comparison table](#) and on the [service & support website](#).

For information on warranty terms, conditions, and exclusions, please refer to the [Lifecycle Management website](#).

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