

Warranty and Support Policy Change

Partner Frequently Asked Questions

What is the impact of this policy change on a Fortinet partner?

Partners will be provided more robust management of the customer services and support renewal opportunities.

What is the impact of this policy change for our joint customers?

Customers activation of the services will now begin with the first occurrence of the below:(1) Registration of unit, (2) Unit connects to FortiGuard Service for updates, or (3) 60 Days after Shipment from Fortinet. Renewals for any services will be based on the support start date as outlined.

What if I sold a product before September 1, will the new policy still apply?

The new policy only applies to products purchased and shipped from Fortinet on or after September 1, 2015.

Have more questions? Email us at partners@fortinet.com.