



## Hardware Replacement Request Form

### Defective Hardware Information

|                        |  |                                  |  |
|------------------------|--|----------------------------------|--|
| Product Model          | <input type="checkbox"/> BiGuard S3000<br><input type="checkbox"/> BiGuard S6000 | Current SSL VPN<br>Tunnel Number |  |
| Device Serial Number   |  | LAN MAC address                  |  |
| Description of problem |  |                                  |  |

### Customer Information

|                  |  |                |  |
|------------------|--|----------------|--|
| Company Name     |  | Contact Person |  |
| Office address   |  |                |  |
| Telephone Number |  | Email address  |  |

**\*NOTE: Please fill in this form for each hardware replacement.**

### Advanced Hardware Replacement Rules

- ◆ Customers are responsible for one time shipping costs that ship to resale by an authorized Billion reseller under the warranty.
- ◆ The replacement product may be new, or like-new.
- ◆ The replacement product firmware will be updated to the latest version.

### Replacement Hardware Information (For Billion support agent fills in only)

|               |  |             |  |
|---------------|--|-------------|--|
| Serial Number |  | MAC address |  |
|---------------|--|-------------|--|