

NETSCOUT SYSTEMS TEXAS LLC

RETURN MERCHANDISE AUTHORIZATION PROCESS

General Provision:

If the Original Buyer returns defective product to NetScout Systems Texas (NetScout Texas) during the period in which the product is warranted against such defect, at NetScout Texas' option, NetScout Texas will either replace or offer credit for the defective product. Replacement product may be a repaired product, refurbished product, or the equivalent new or upgrade product at NetScout Texas' sole discretion.

Return Merchandise Authorization:

For all products being returned to NetScout Texas, including return shipment of defective or service parts, the customer must first call NetScout Texas to obtain a Return Merchandise Authorization number (*RMA*). The RMA must be affixed to the outside of the package to insure proper handling and crediting.

Customer Responsibilities:

Customer will return all replaced components to Seller within three weeks by second day delivery service using appropriate shipping containers and proper packaging (anti-static, ESD approved, etc.). If Customer does not return replaced component within thirty (30) days of the replacement being provided, Seller reserves the right to invoice the Customer for the list price of the component not returned.

Where the product is covered under warranty or a Support Agreement, a pre-paid AWB (UPS/DHL/FedEx) will be shipped with the replacement hardware; Customer will need to contact its local UPS/DHL/FedEx office to arrange pickup. Where the product is not covered under warranty or a Support Agreement, the customer is responsible for shipping and insurance costs for any product returned to NetScout Texas.

NetScout Texas will be responsible for shipping charges of any warranty product delivered to the customer. All hardware that is under a SLA or Warranty will be shipped via Next Day Air (US Only) Express on International shipments at NetScout Texas' expenses.

Evidence of Purchase:

NetScout Texas may request purchase verification information (original invoice or other document) prior to authorizing warranty services.

Contacting NetScout Texas:

Network management support

Support for: Active Assurance Suite of PowerProbes and DirectQuality Test Automation Solutions; Iris Suite of offerings; GeoProbe and its Suite of Customer Assurance, Network Assurance and Service Assurance applications including APM, Beamer, On-Demand, Orion and Roamer.

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NetScout Texas network diagnostics

Support for: K-Series Protocol Analyzers, G-Series, and Spectra Series Protocol Analyzers; NSA Network & Service Analyzer; GSM/GPRS Optimization Expert, OptiMon 3G Network Optimization; TrendNavigate.

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Touchpoint Global Support

Support for: CEM suite applications including Touchpoint, Proaction, Mediation and BO reporting.

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