



Barracuda Hardware Refresh Program

Introduction

Since 2003, Barracuda Networks has worked hard to build customer loyalty, which we are happy to report has resulted in more than 150,000 active customers today. Continuing to seek better ways to serve our customers, Barracuda Networks has created the Barracuda Hardware Refresh Program. Because components such as hard drives and fans limit the lifespan of network hardware and as engineers continually introduce new technology into networking products, many of our customers have policies to refresh their hardware at intervals that ensure reliability and state-of-the-art performance. We recommend that our customers refresh their Barracuda hardware appliances every three to five years. The Barracuda Hardware Refresh Program makes it easier and more affordable than ever for our customers to refresh their Barracuda hardware appliances.

Benefits

- Customers who have owned their products for over four years with active Instant Replacement subscriptions can trade in their old models and receive their new models at no added cost for the new unit.
- Newer customers who have Instant Replacement subscriptions can trade in their old hardware unit and purchase the new model at a discounted fee. The balance of their Instant Replacement and Energize Updates transfers to the new model.
- Customers who have an active Energize Updates subscription on the old unit, but no Instant Replacement, will receive a limited Instant Replacement subscription that lasts until the next Energize Update subscription anniversary date on the old hardware — and they receive a new unit at a discount.
- Customers can keep the old unit for up to 30 days to conveniently migrate settings and data to the new unit before they must return the old unit to Barracuda.

Eligible Products

The Barracuda Hardware Refresh program is available for all Barracuda Networks hardware appliances with active Energize Updates subscriptions including: the Barracuda Spam & Virus Firewall, Barracuda Web Filter, Barracuda Link Balancer, Barracuda Load Balancer, Barracuda Message Archiver, Barracuda Web Application Firewall, CudaTel Communications Server, Barracuda SSL VPN, Barracuda Backup Server and the Barracuda NG Firewall.

Program Details

Barracuda customers who have active Energize Update subscriptions on their current unit can purchase discounted hardware-refresh units from any authorized Barracuda Networks reseller. You will have to provide both the serial number and default domain from your unit to verify program eligibility. Once Barracuda Networks confirms eligibility, you will be issued a Return Materials Authorization (RMA) number for your old unit and a new unit will be shipped to you¹. You will have up to 30 days to migrate configuration settings from your old unit to your new unit before returning the unit to Barracuda Networks. Not returning the unit to Barracuda Networks within 30 days disqualifies Hardware Refresh program eligibility and will result in invoicing the full list price of the hardware unit rather than the discounted hardware refresh cost.

Hardware Refresh Fees Waiver

As a reward to long term customers with Instant Replacement subscriptions, the Barracuda Hardware Refresh fee will be waived to replace any unit over four years old² with an active Instant Replacement subscription. Customers can simply call Barracuda Networks or authorized resellers to replace four year old units with active Instant Replacement subscriptions at no additional charge.

For customers who don't have Instant Replacement on their product, we encourage renewal of future subscriptions with Instant Replacement. Customers who take advantage of the Barracuda Hardware Refresh program can renew with Instant Replacement going forward on their new refresh units.

Barracuda Networks encourages all customers to take advantage of the Instant Replacement subscription since it provides both priority hardware replacement in case of failure and affordable migration to the latest hardware platforms on an ongoing basis.

We highly value our customers. With the Barracuda Refresh Program we hope to continue serving your IT requirements in the years to come.

More information on the program can be found at http://www.barracuda.com/support/hardware_refresh. You can also call us at 1 (888) 268-4772 or (408) 342-5400.

¹ The hardware refresh program includes shipping for both the new unit and the return of the old unit back to Barracuda Networks.

² The age of the old unit is calculated from the date on which the subscriptions were activated during the initial setup process. If the old unit has already been replaced for some reason, the age of the old unit is calculated starting from the date of the prior replacement.