

DATASHEET

Global RMA depot locations

January 2021

For customers located outside of the United States, Infoblox offers replacement for failed hardware units on a Next Business Day (NBD) delivery basis for appliances within the delivery radius of one of our RMA Depot Locations. These locations are listed below. If an RMA is required for an appliance located outside of the delivery radius serviced of one of our RMA Depot locations, the RMA replacement will be facilitated by reasonable efforts delivery.

NORTH AMERICA

Region	Depot Location	Countries Covered	SLA	Comments
United States	Union City, CA	All 50 States	NBD	-
Canada	Toronto	Canada	NBD	-

SOUTH AMERICA

Region	Depot Location	Countries Covered	SLA	Comments
Mexico	Maxico City, Mexico	Mexico	NBD	Same locations may be out of radius for NBD.
Brazil	Sao Paulo, Brazil	Brazil	NBD	Same locations may be out of radius for NBD.

EUROPE AND MIDDLE EAST:

Region	Depot Location	Countries Covered	SLA	Comments
European Union	Venlo, Netherlands	All of EU	NBD	-
Europe	Hounslow, England	United Kingdom	NBD	-
Europe	Zurich	Switzerland	NBD	-
Middle East	Dubai	UAE	NBD	-
Middle East	Dubai	UAE	NBD	-

ASIA PACIFIC

Region	Depot Location	Countries Covered	SLA	Comments
China	Shanghai	Mainland China	NBD	Same locations may be out of radius for NBD.
China	Hong Kong	Hong Kong	NBD	-
South-East Asia	Singapore	Singapore	NBD	-
Eastern Asia	Seoul	South Korea	NBD	-
South-East Asia	Jakarta	Indonesia	NBD	Same locations may be out of radius for NBD.
South-East Asia	Kuala Lumpur	Malaysia	NBD	Same locations may be out of radius for NBD.
South-East Asia	Bangkok	Thailand	NBD	-
Eastern Asia	Taipei City	Taiwan	NBD	-
Eastern Asia	Tokyo	Japan	NBD	-
South Asia	Bangalore	India	NBD	Same locations may be out of radius for NBD.
Oceania	Sydney	Australia	NBD	Same locations may be out of radius for NBD.

Notes:

- NBD service is based on the receipt of an RMA replacement order before 3pm local depot time. Any RMA replacement requests received after 3pm local depot time will be processed on the following business day.
- NBD service is based on the ship-to location for the RMA replacement.
- Infoblox is not responsible for delivery delays due to circumstances beyond our control such as custom clearance delays, transit delays due to weather, travel and health restrictions, etc.
- RMA replacement orders outside of NBD service are shipped as best effort. Delivery timeframe varies by country.



Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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