Comment

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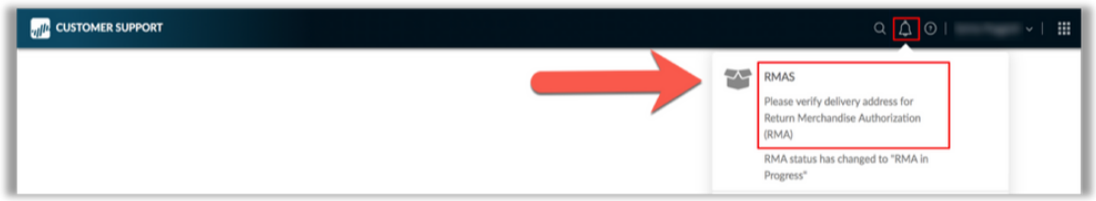
Please follow the instructions below to create an RMA request with Palo Alto Networks.

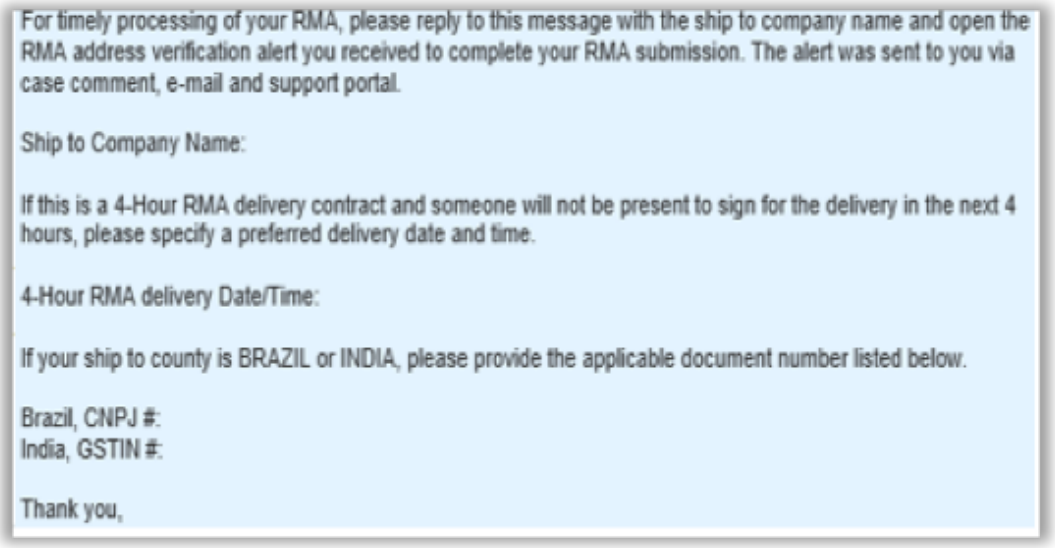
1. Create a case online (https://support.paloaltonetworks.com). If the issue is critical, create the case online then call Support with the case number (see here for Phone support numbers).

2. Once the RMA is approved, you will receive a notification in the Customer Support Portal (CSP), requesting validation of the delivery address.



CSP Address Verification Alert Notification

3. You will also receive an email, notifying you about the address verification alert. *NOTE: If the delivery is to India or Brazil, please provide the GSTIN or CNPJ tax numbers in the case comments on RMA Tab.*


For timely processing of your RMA, please reply to this message with the ship to company name and open the RMA address verification alert you received to complete your RMA submission. The alert was sent to you via case comment, e-mail and support portal.

Ship to Company Name:

If this is a 4-Hour RMA delivery contract and someone will not be present to sign for the delivery in the next 4 hours, please specify a preferred delivery date and time.

4-Hour RMA delivery Date/Time:

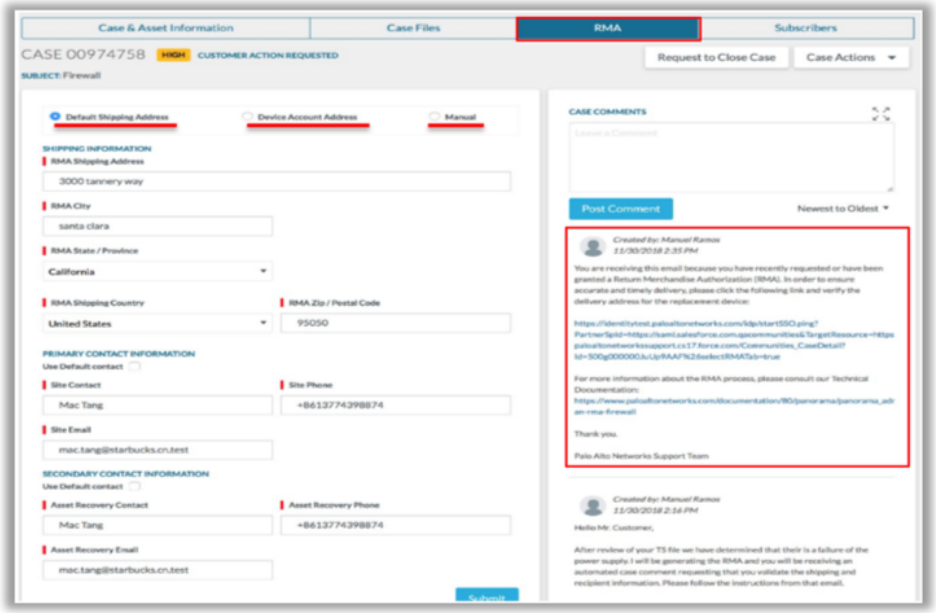
If your ship to county is BRAZIL or INDIA, please provide the applicable document number listed below.

Brazil, CNPJ #:
India, GSTIN #:

Thank you,

RMA Address Verification Email Notification

4. The notification in the CSP and your email will guide you back to your RMA case, so you can enter the shipping address in the RMA Tab. You will have a choice to select one of three address options:
    - Choice 1: Default Shipping Address (the address that you listed when the account was registered) OR
    - Choice 2: Device Account Address (the address you provided when the device was registered in the Support Portal) OR
    - **Choice 3: Manual (manually enter appropriate shipping address)**



CSP RMA Tab Screen

5. Click **Submit** when the address is complete. The RMA team will be notified, and your replacement order will be submitted. You will also be able to post comments about the process on the right side of the screen.

PLEASE NOTE: An address cannot be changed after you click **Submit**. If an address needs to be changed, update the case comments or call Support to advise the change as the automated shipping process will have already begun.

SEE ALSO:

REPLACE AN RMA FIREWALL
(https://www.paloaltonetworks.com/documentation/80/panorama/panorama_admin guide/troubleshooting/repla...)

MIGRATE LOG COLLECTORS AFTER FAILURE/RMA OF NON-HA PANORAMA
(https://www.paloaltonetworks.com/documentation/81/panorama/panorama_admin guide/troubleshooting/troub...)

HOW TO TRANSFER LICENSES TO A SPARE DEVICE
(https://knowledgebase.paloaltonetworks.com/KCSArticleDetail?id=kA10g000000ClNMCA0)

HOW TO CONFIGURE AN RMA REPLACEMENT FIREWALL
(https://knowledgebase.paloaltonetworks.com/KCSArticleDetail?id=kA10g000000CIknCAC)

M-100 RMA Process
(https://knowledgebase.paloaltonetworks.com/KCSArticleDetail?id=kA10g000000CItNCAS)

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