



New Service Contract Activation & Grace-Period Policy

Tuesday, July 1st 2025



New Service Contract Activation & Grace-Period Policy

Effective Tuesday, July 1st 2025, all service contracts purchased in any product line will be subject to our new auto-start policy.

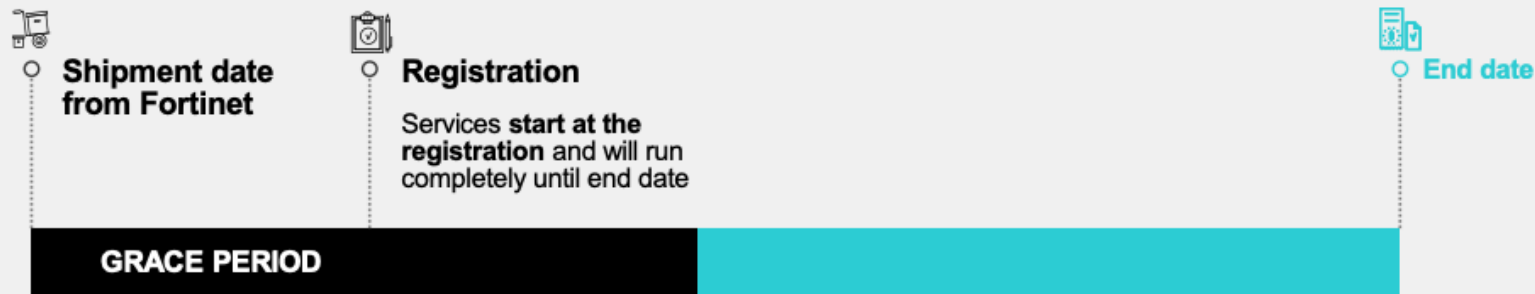
- The FortiGate **HW** product family is **unchanged**.
- The policy for all **Non-Hardware attached service contracts** for all other product families will allow **60 days** for a customer to register or the contract will automatically start.
- The new policy applies to all order types. The above-mentioned periods of 60 and 90 days (“Grace Periods”) start from the date in which the service **invoiced** from Fortinet, irrespective of when products arrive at a partner or end customer, and the customer will still need to register the contract for services to be applied against the applicable hardware device or the hardware if service contract is purchased as hardware bundle.

Applicable Products	US & CANADA	EMEA, LATAM, APAC
All Hardware attached service contracts	Auto-start after 60 days if not previously registered	Auto-start after 90 days if not previously registered
All Non-Hardware attached service contracts including VM, FortiCare & FortiGuard Services	Auto-start after 60 days if not previously registered	Auto-start after 60 days if not previously registered
Professional Services and Training	No auto-start, forfeiture after 365 days if not previously registered or consumed.	No auto-start, forfeiture after 365 days if not previously registered or consumed.



Examples of activation policy

► CASE 1 Registration within the Grace period



ATTENTION

Autostart doesn't mean **Auto register!**

Once the services are **auto-started** they are **no longer stackable** because the **end date is fixed**.

► CASE 2 Registration after the Grace period



NOTE

Renewals are not impacted since handled with FortiCare quote ID (Renewal ID or Cotermin ID)



Source: <https://partnerportal.fortinet.com/prm/English/s/assets?id=819738&renderMode=Collection>

Legal Reminder



5.6.1. Duty to **Pass Down** Notice and Terms (extract)

FortiPartner **must** make available to End Users and ensure that End Users are contractually bound to any relevant terms and conditions that apply to the Fortinet Product or Service sold by FortiPartner. FortiPartner must ensure that any further channel or middleman that stands between FortiPartner and End User has the same **Pass Down** obligations and ensures the same Pass Down of contractual obligations to End Users. Such relevant terms are for example, but not limited to, the Fortinet End User License Agreement (EULA), relevant Product descriptions, relevant service descriptions, service level agreements, product specific license terms, warranties or other terms, especially terms that project Fortinet or its rights.

FortiPartner is responsible to ensure that it obtains and documents the date of the initial shipment from Fortinet from the Authorized Distributor at the time of purchasing Product and/ or a Service contract. In addition, prior to re-selling a Product and/or a Services contract, the FortiPartner must clearly explain to any End User and clearly document that it has explained, the following: (i) the date of the initial shipment from Fortinet, and (ii) the terms for all Services and warranties

FortiPartner is responsible to obtain consent from the End User to ensure that FortiPartner will share Personal Data (as defined below) about End Users and their personnel with Fortinet and will reasonably assist Fortinet in collecting and handling such data pursuant to Fortinet's Privacy Policy at <https://www.fortinet.com/corporate/about-us/privacy.html> ("Privacy Policy"). In connection with this obligation, FortiPartner shall (A) ensure it has all rights necessary to share such Personal Data with Fortinet; (B) comply in all respects with laws and policies related to such data collection and sharing and (C) comply fully with relevant laws in the sharing of such Personal Data. Notwithstanding anything to the contrary, FortiPartner will ensure it does not share any Personal Data or other sensitive information with Fortinet, except to the extent FortiPartner clearly notifies Fortinet in writing that specific information is Personal Data and/or sensitive information and except to the extent necessary for FortiPartner to perform its obligations in this Agreement.

FortiPartner agrees to indemnify, defend and hold Fortinet harmless from and against any and all claims (including third-party claims), liabilities, losses, damages or judgments, including all reasonable legal fees and expenses related thereto that arise from or are related to FortiPartner's failure to comply with the paragraph immediately above.



Legal documents

Legal

End Customer

Partner

Partner Code of Conduct

FortiPartner Agreement



Fortinet Service Terms & Conditions

EULA

Service Contract Activation Policy

Where to find the documents:

- Global Legal Page: <https://www.fortinet.com/corporate/about-us/legal>
- Fortinet Service Terms & Conditions: <https://www.fortinet.com/content/dam/fortinet/assets/legal/Fortinet-Service-Offering-Terms.pdf>
- EULA: <https://www.fortinet.com/content/dam/fortinet/assets/legal/EULA.pdf>
- Service Contract Activation Policy: <https://www.fortinet.com/corporate/about-us/legal/service-contract-activation-grace-period-policy>
- FortiPartner Agreement: https://partnerportal.fortinet.com/templates/terms/Agreement_2_26_19.html
- Partner Code of Conduct: <https://www.fortinet.com/content/dam/fortinet/assets/legal/Fortinet-Partner-Code-of-Conduct.pdf>

