



## Update Regarding Fortinet's Service Contract Activation and Grace Period

Dear Fortinet Distributors and Resellers,

Fortinet is announcing an upcoming change to its Support and Subscription contract "Grace Period" policy. The change will become effective July 1, 2025, and simplifies the policy to provide greater clarity and consistency across all our product lines.

### Changes Effective on July 1<sup>st</sup>, 2025:

- The Grace Period policy for **Hardware-Attached** service contracts across **all** product lines -- whether purchased in bundles **or standalone** -- will now provide 60 days in the United States and Canada, and 90 days in all other countries before automatically starting. This change unifies our policy across all hardware-attached service contract purchases. *Previously, this policy only applied to FortiGate-related standalone service contracts or service contracts purchased as part of a hardware bundle.*
- The Grace Period policy for all **Non-Hardware-Attached** service contracts, including Incident Response and Readiness service contracts, will now allow 60 days globally for a customer to register a service contract before it automatically starts. *Previously, the policy allowed 365 days to register the contract before forfeiture.*

### Summary Table of Grace Period Policy effective July 1, 2025

Applicable Products	US & CANADA	REST OF WORLD
All Hardware-Attached Service Contracts	Auto-start after <b>60 days</b> if not previously registered	Auto-start after <b>90 days</b> if not previously registered
All Non-Hardware-Attached Service Contracts and FortiGuard Incident Response Readiness Service contracts *	Auto-start after <b>60 days</b> if not previously registered	
Professional Services and Training (excluding FortiGuard Incident Response Readiness Services)	No auto-start, forfeiture after 365 days if not previously registered or consumed.**	

\* FortiGuard Incident Response Readiness Subscription Service (Full and Lite versions) and related Ten Service Point SKUs

\*\*Table does not reflect full multiyear Contract treatment, see policy web page for more details.

### Please note:

- The policy is not retroactive:** The new terms are not retroactive and will not apply to orders invoiced or booked before July 1st, 2025, even if shipped after that date.
- The policy applies to all order types** except co-term renewals and Enterprise Agreements (which have defined start dates), and does not apply to perpetual license offerings (which are not term based).
- Grace Periods start** from the date that the hardware is shipped from Fortinet, irrespective of when products arrive at a partner or end customer. For services ordered without hardware, the start period is from the date the service is invoiced from Fortinet .
- The customer must still register an "auto-started" contract** to activate and benefit from the



balance of the service term.

- **Fortinet's Continuous Support Policy remains in effect:** Renewals of all support and subscription contracts should start from the end of the previous contract.

The new policy, with more details and definitions, will be updated on Fortinet.com [HERE](#) and the Fortinet Support Portal on July 1<sup>st</sup>.

(URL: <https://www.fortinet.com/corporate/about-us/legal/service-contract-activation-grace-period-policy>)

**Sincerely,**  
***Your Fortinet team***