

## NFR Policy

SonicWALL offers many of its products as Not For Resale (NFR), enabling partners to cost-effectively demonstrate the value of SonicWALL solutions to their clients. NFR SKUs will be sold to partners at a significant discount and may be resold **12 months after purchase** to recover costs. Supporting the resale of NFRs after the initial 12 month term enables partners to try varying SonicWALL NFR models by selling older NFRs and trying newer models yearly.

**NFR Hardware:** NFR units may only be registered into partner credentialed mysonicwall.com accounts and cannot be transferred to customer accounts within the first 12 months of purchase. SonicWALL will offer a limited number of NFR/DEMO SKUs to Medallion Partners yearly. Once services expire on an NFR unit, NFR hardware will automatically assume “retail” status in the partner’s mysonicwall.com account.

**NFR Services:** SonicWALL will offer select services at no additional cost on purchased NFR hardware for up to one year. After the first year, partners may purchase services at their standard cost through an authorized distributor. Reselling an NFR product with an NFR service enabled is a violation of the Medallion Program. SonicWALL reserves the right to modify NFR services terms and offerings at any time.

## NFR Process:

1. Partners may purchase NFR designated SKUs or retail SKUs at NFR price\* from authorized distribution partners.
2. An NFR designated SKU will automatically enable 1 year of select services upon registration. Retail SKUs sold at NFR price require NFR services activation steps outlined below. By activating NFR services on retail SKUs, partners agree to adhere to all terms and conditions of SonicWALL’s NFR policy.
3. After 12 Months of use, NFR units may be sold as “demo/refurbished”.
4. Partners may also keep NFR units longer than 12 months and purchase service renewals at the partner’s regular cost through an authorized distributor.

\*If there is no NFR defined hardware SKU, partners may request special NFR pricing through SonicWALL Sales

## How to request services for the first year on a retail SKU purchased for NFR purpose:

1. Login to your partner credentialed mysonicwall.com account
2. Navigate to “Request NFR License”
3. Select the unit you’d like to add NFR services to
4. Submit your request
5. You will receive an email once your submission has been processed

## FAQ

### Can I resell my NFR at a later date?

Yes, under SonicWALL’s 12.1.2009 NFR policy, partners may resell NFR units as soon as the initial 12 month NFR services expire or 12 months after hardware purchase, whichever occurs last.

### SonicWALL, Inc.

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**What if I want to sell my NFR within the 12 month period?**

This is not permitted under the SonicWALL NFR policy.

**What is the price of an NFR service renewal?**

NFR Renewals may be purchased at a partner's standard discount. Partners meeting or exceeding the Medallion Program minimums may be eligible for a limited number of discounted NFR service renewals. Please contact your sales person for details.

**What if there is no NFR SKU for the product I'd like to demo?**

Partners may request special pricing from SonicWALL sales.

**Can I register my NFR into my customer's account?**

Not until the first 12 months of NFR use has passed. Thereafter, partners may re-register NFR units into customer's accounts.

**Does the NFR include software/firmware upgrades and/or support? If so, 8x5 or 24x7?**

Yes, most NFRs include 8x5 support and software/firmware upgrades for the first year.

NFR SKU Service Offerings		
Product	Service	NFR Term
TZ210, TZ210W, NSA 240, NSA 2400, NSA 3500, NSA 4500	Software/Firmware Updates	1 year
	Dynamic Support 8x5	1 year
	Gateway AV/Anti-Spyware/Intrusion Prevention/Application Firewall	1 year
	Content Filtering: Premium Edition	1 year
	CASS	1 year
	Viewpoint	1 Year
SSL VPN 200, SRA 4200	Software/Firmware Updates	1 year
	Dynamic 8x5 Support	1 Year
	Virtual Assist	1 single license
	WAF	Not Included
CDP 110, CDP 210, CDP 5040, CDP 6080	Software/Firmware Updates	1 year
	Dynamic Support 8x5	1 year
	5 GB Offsite Storage	1 year
Email Security 300 with 25 user	Software/Firmware Updates	1 year
	Dynamic Support 8x5	1 Year
	Email Protection Subscription (Anti-Spam and Anti-Phishing)	1 year
	Email Compliance Subscription	1 year
	Email Anti-Virus (McAfee and SonicWALL Time Zero)	1 year
	Email Anti-Virus (Kaspersky and SonicWALL Time Zero)	Not Included
CSM 2200	Software/Firmware Updates	1 year
	Dynamic Support 8x5	1 Year
	CSM update for 25 users	1 year

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NFR SKU Service Offerings		
Product	Service	NFR Term
E-Class NSA 5500, NSA 6500, NSA 7500 - <b>Hardware only available via SPR</b>	Software/Firmware Updates	1 year
	E-Class Support 24x7	1 year
	Gateway AV/Anti-Spyware/Intrusion Prevention/Application Firewall	1 year
	Content Filtering: Premium Edition	1 year
	Enforced Client Anti-Virus and Anti-Spyware (10 Users License)	Not Included
	Global Security Client 10 User License	Not Included
	*includes 10 Global VPN Client Enterprise Licenses	# dependant on model
E-Class Aventail Secure Remote Access EX-750, EX6000, EX7000 - <b>Hardware only available via SPR</b>	Software/Firmware Updates	1 year
	E-Class Support 24x7	1 Year
	Advanced End Point Control	Not Included
	Connect Mobile	Not Included
	Native Access Module	Not Included
	Advanced Reporting	Not Included
E-Class CDP 5040, CDP 6080 - <b>Hardware only available via SPR</b>	Software/Firmware Updates	1 year
	Dynamic Support 8x5	1 Year
	5 GB Offsite Storage	1 year
Email Security 500, Email Security 6000, Email Security 8000, Email Security 8300 with 25 user - <b>Hardware available via SPR</b>	Software/Firmware Updates	1 year
	Dynamic Support 8x5	1 Year
	Email Protection Subscription (Anti-Spam and Anti-Phishing)	1 year
	Email Compliance Subscription	1 year
	Email Anti-Virus (McAfee and SonicWALL Time Zero)	1 year
	Email Anti-Virus (Kaspersky and SonicWALL Time Zero)	Not Included

### SonicWALL Not For Resale Policy Terms & Conditions

- Not For Resale (NFR) hardware, software and services may be used solely and exclusively by the SonicWALL Medallion Partner (Partner) for the following purposes: (1) partner led product demonstrations to prospective customers; (2) testing at the Partner's facility solely in connection with the Partner developing familiarity with the product and not for competitive or other purposes; and (3) Partner in-house production use to support its own infrastructure. Any other use not specifically provided for herein is strictly prohibited. For the sake of clarity, all for-profit use of NFR hardware, software or services (e.g., hosting of managed services) is strictly prohibited.
- NFR hardware is available to Partners through authorized distributors in limited quantities.
- Dedicated NFR SKUS are offered on most of SonicWALL's high volume products. For products where a defined NFR SKU is not listed, SonicWALL offers Partners NFR pricing at up to 50% off MSRP.
- Partners are eligible to purchase up to 2 NFR SKUS per quarter. At SonicWALL's sole discretion, SonicWALL may allow Partner to purchase additional NFR SKUs in a quarter.
- Activating NFR services on a retail unit (sold at NFR pricing) requires user acceptance and adherence to SonicWALL's NFR terms and conditions, including but not limited to 12 month hardware ownership before resale (see below for details). Units with any NFR services remaining after the 12 month ownership term may not be resold until remaining NFR services expire or are removed by SonicWALL.
- NFR units may only be registered in Partner credentialed mysonicwall.com accounts.

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- Once the NFR services term expires (i.e., 12 months after activation), hardware units must be re-registered in Mysonicwall.com. At the time of re-registration, the unit is no longer considered NFR.
- SonicWALL reserves the right to cancel or suspend NFR services at any time without notice.

**SonicWALL Not For Resale Policy Terms & Conditions**

- After the 12 month period has passed, NFR units may be resold as demonstration or refurbished units, and may not be sold as “new”.
- In some cases, Gold and Silver Medallion Partners may be eligible for renewals of subsequent years of NFR services at a discount or at no additional cost under promotional offers. Please contact your SonicWALL Sales Representative for details.
- SonicWALL will end all NFR services on units which enter Active Retirement Mode (ARM) regardless of remaining term (unless services were purchased).
- Use of hardware or software acquired under the NFR program outside the scope of the NFR license is prohibited and will result in the immediate termination of the license, ineligibility to continue to participate in the NFR program and other sanctions that SonicWALL may impose in its sole discretion.

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