

Global Support and Subscription Services “SnS” Renewals Policy

On Renewals Policies

Q. Does this policy apply to VMware acquired companies?

A. This policy does not apply to products and services associated with acquired companies unless explicitly defined that the acquisition is part of our VMware's standard operating practices.

Q. Can support agreements be renewed early?

A. Yes, you may renew early. Requests to renew a Service Contract any time prior to the Service Contract expiration date (including earlier than 90 days), will be processed without any special approval. The support renewal start date will be the day after the support expiration date.

Q. What is the return/cancellation policy for support purchases?

A. VMware does not provide a return/cancellation option for support purchases. All purchases are final.

Q. What do I do if the support expires while the PO is being processed?

A. Do not worry about this unless your partner or VMware contacts you. Typically VMware will let these orders go through and backdate the SnS to the old contract's end date.

Q. Does pricing in the Renewals Policy apply to Special Pricing Agreements (SPAs) & Special Pricing Forms (SPFs)?

A. No, SPA and/or SPF pricing do not apply for Renewals unless specifically noted in the SPA or SPF detail.

Q. Does pricing in the Renewals Policy apply to Enterprise License Agreements (ELA)?

A. No, pricing in this policy does not apply to Enterprise License Agreements (ELA). The out-year payment of SnS in an existing ELA will be quoted at the contractual price agreed to in the ELA, on the latest available versions of the product.

Q. What are the Renewal pricing terms for pre-existing ELAs?

A. Renewal Terms from pre-existing ELAs are automatically approved for use in new ELAs for the same customer and referencing the same IB, provided no changes are made.

Q. When does my quote expire?

A. The quote expiration date can be found on your quote. Typically quotes are valid for 120 days for active contracts or until Contract Expiry, whichever is earlier. After contract expiration, quotes are valid for 30 days.

