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[Meraki-Team@Ingrammicro.com](mailto:Meraki-Team@Ingrammicro.com)  
Desk hours - 8:30-8:00 Eastern  
[www.Meraki.com](http://www.Meraki.com)

## Vendor Program Overview

### Top of the Line 802.11n Access Points

With enterprise-class chipsets, hardware-accelerated encryption, and Priority Voice QoS, Meraki's 802.11n Aps deliver Ethernet speed without the wires. Each AP is constantly monitored and optimized from the cloud, so the network automatically adapts to changing interference conditions. Multi-radio, multi-channel mesh routing and automatic mesh failover offer fault tolerance, and provide fast coverage in hard-to-wire areas

### Easy to Deploy and Manage

When you plug in a Meraki access point, it automatically connects to the Cloud Controller over the web, downloads its configuration, and joins your network. As a result, Meraki deployments take hours - not days or weeks. Automatic cloud-based optimization and monitoring, and intelligent, self-healing APs keep the network fast, reliable, and hassle free.

**Centrally Managed Over the Web**  
**Full Enterprise Feature Set**  
**Application aware traffic shaping**  
**Cost-Slashing Hosted Architecture**

### Key Products

[Meraki MR 12 Small Branch, Teleworker](#)  
[Meraki MR 18 High-Performance WLAN](#)  
[Meraki MX60 Security Appliance](#)

### Maintenance/Support

**Meraki supports 1-3-5-7-10 year licenses for all their hardware.**

Cloud-based centralized management, eliminates on-site hardware controller  
Seamless firmware and security update

### Media

Managed on the cloud, you will only need a web browser to manage your network.

### Authorization Requirements

An Authorization as a Cisco Select partner is required for any discount programs.

### Ordering Requirements

To assure prompt processing of your Meraki Purchase, please be sure to include the following information when placing your order with us:

Ingram Micro Account Number:  
Reseller PO Number:  
Ingram Micro Quote Number:

Or Standard Pricing (no special pricing deviation)?  
Is this a Bill Only order (no product to be shipped):  
Enduser Company Name:  
Enduser Complete Physical Address:  
Enduser Contact Name/Phone/E-mail address:  
Ship To Address:  
Shipping Method (Ground/2-day/Overnight/Priority):  
If 2-day/Overnight/Priority, Fed Ex or UPS account number:  
Payment method (Terms/Flooring/Credit Card):

## **Product Delivery**

Units will ship out from Meraki warehouse in Fremont California . Confirmations will be provided from Meraki once the order is shipped.

## **Renewals**

Renewals for Enterprise service must be purchase within 30 days of the renewal date of the license.

## **Important Notes**

Meraki has a very small window for expedited orders. Meraki processes overnight orders 8-11am PST.

## **Returns Overview**

Please note Meraki takes all returns directly.

Please use the following URL: [www.meraki.com/rma](http://www.meraki.com/rma)

Keep in mind that the RMA webform requires Internet Explorer version 8.0 or higher, or a different browser such as Google Chrome or Firefox.

Please review their returns process and complete the RMA Request form. Once submitted, you will receive an automated response, confirming Meraki's receipt of your request. Your request will be reviewed, and you will received another response either approving or denying the return. If Meraki approves they will send you the RMA number for you to return the product, following the instructions on the above web link. Once Meraki inspects the returned product, they will send Ingram an RTN number for credit. Ingram will then process RMA credit for your account.

Specifically: Product must be returned directly to the vendor to receive a RTN.

Expected turn-around time for a Meraki return is 4-6 weeks (posting of vendor direct credit to your account is approximately 7-10 after receipt from the Meraki.

If you have questions as to status of your return request, please respond back to the confirmation email that you received from Meraki.

October 17, 2014