

Return Material Authorization Procedure



PLEASE USE THE FOLLOWING PROCEDURE TO RETURN YOUR CISCO/SA PRODUCT FOR REPAIR.

1. To request a return materials authorization (RMA) number, contact the Customer Specialist assigned to your account at the following URL site http://www.cisco.com/web/solutions/sa/Cisco-SA_Product_Repair.pdf.

When calling, please be prepared to provide the following information:

- Your name, company, telephone and fax numbers and e-mail address;
- Part and/or model number (if applicable) of the product to be returned;
- Quantity of product to be returned;
- Reason for product return together with repair disposition authority;
- Required cosmetic standard for Customer Premise Equipment (CPE) i.e. Like New, Minimum, None.

Alternatively, you may complete the attached RMA fax request form and fax it to a Customer Specialist, or e-mail your completed request form to: (cisco-sa-customer-service@cisco.com).

Note: PLEASE DO NOT RETURN ANY POWER CORDS, ACCESSORY CABLES OR OTHER ACCESSORY PRODUCTS. Instructions for ordering replacement power cords, accessory cables or other accessories can be provided by a Customer Specialist.

2. A purchase order number or advance payment to cover estimated charges will be requested at the time a Customer Specialist issues an RMA number. For credit card or cash in advance customers, a proforma invoice will be sent to you upon completion of product repair listing all charges incurred.

Note: In-Warranty product can incur costs through damage, misuse, cosmetic or no problem found.

3. Once an RMA number has been issued, a confirmation e-mail or fax will be sent to you detailing the RMA number, product and product quantities authorized for return, together with shipping address details and RMA terms and conditions. All product returned to Cisco should be marked to the attention of Factory Service and sent to the address provided by the Customer Specialist in the confirmation e-mail or fax. For both in-warranty and out-of-warranty repairs, you are responsible for paying your outbound freight expense, any applicable import and/or export duties and taxes. Cisco will pay the return freight expense for in-warranty repairs.
4. Product returned for repair, both in-warranty and out-of-warranty, should have a tag attached to the product detailing the failure mode. A supply of tags can be obtained free of charge by calling a Customer Specialist.
5. It is preferable that the original packing, including any anti-static and foam wrapping be used on all returned product. Should the original product packing not be available, then adequate packing should be used taking into account the method of shipment of the returned product. You are responsible for delivering the returned product to Cisco safely and undamaged.
6. The RMA number should be clearly marked on all returned product, boxes, packages and accompanying paperwork. RMA's received by the Factory Service receiving department that are not clearly marked may experience delays in the processing of the RMA receipt.
7. International shipments should be consigned to Cisco with the notified party on the Airway Bill stated as "Expeditors International for Customs Clearance".
8. On receipt of product returned under an RMA number, a Receipt Notification e-mail or fax will be sent to you by Cisco/SA Repair Receiving department confirming receipt of product and quantities received. Please check the Receipt Notification to assure the product and quantity of product received by Cisco matches what you shipped.
9. RMA numbers are only valid for sixty (60) days. RMA numbers older than sixty (60) days need to be revalidated by calling a Customer Specialist before product is returned. Failure to comply with the above may delay the processing of your RMA request.

Please help us to process your repairs/claims as quickly as possible by following the above procedure.

Thank You!

Return Material Authorization (RMA) Fax Request Form

Your Account Information

Bill To:			Ship To:		
	Company Name	Account #		Company Name	6-digit ID #
	Street Address			Street Address	
	City, State, Zip Code, Country			City, State, Zip Code, Country	
	Contact			Contact	
	Phone			Phone	
	Fax			Fax	
	E-mail address			E-mail address	

Purchase Order, Warranty and General Instructions

Your PO# for Repair <small>Authorized by (if no PO provided)</small>		Method of Payment	
Original PO number(s) under which the Unit(s) were shipped, if possible		Service Contract if Any	

Product to be repaired

Item #	Qty	Model/Part No.	Serial No (if applicable)	Symptom or Problem
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Your Special Instructions

IMPORTANT NOTICE: By submitting the product described above to Cisco/SA for repair, Customer acknowledges and agrees that it shall pay the amount charged by Cisco/SA for the repairs immediately upon receipt of written notice (or pro-forma invoice) from Cisco/SA setting forth the date of completion of repairs and the total amount due. If the amount due remains unpaid ninety (90) days after delivery of such written notice to Customer, Cisco/SA at its option, shall have the right to retain the product or dispose of such product. Cisco/SA may retain the proceeds of any sale of product as payment for the costs associated with the repair and disposition of the product plus reasonable costs of storing the product ("Costs"). By submitting the product to Cisco/SA, Customer further agrees that it waives any obligation of Cisco/SA to take any actions, other than those actions set forth herein, prior to retaining or disposing of the product. Upon the written request of Customer, Cisco/SA will submit to the Customer any amount obtained from the disposition of the product in excess of the Costs.