



*** IMPORTANT NOTICE ***
RMA RETURN INSTRUCTIONS

Dear Valued Partner,

The def part MUST be return with the 3-rd copy of ACT

Date _____ Cisco RMA No. _____ Cisco Case No. _____

Part # _____ Contact #. _____

The parts contained in this shipment are replacement parts provided under Cisco Systems Advance Replacement Service. Under the terms and conditions of Cisco Systems RMA policy the replaced parts must be returned to Cisco Systems for analysis within ten (10) days to allow Cisco Systems to continue to improve the quality and reliability of the product. Please follow the instructions below:

- Please use the disposable grounding wrist strap when unpacking and handling the enclosed electronic part(s).
- Please reuse the original packaging material to return the parts.
- To arrange collection please contact the local DHL office on the following phone number: **050 332 75 97 (050 447 10 87)** or email this form to UA.DGF.Orders@dhl.com

Replacement parts should be returned to the address

**08290, Gostomel
68, Lenina str.**

Please use attached air waybill to return of the replaced parts

- All carton boxes and the reference field on the waybill must reference the appropriate Cisco RMA number and/or Case Number.

Replacement parts not returned within 10 days of receipt of the replacement parts will be invoiced to your company at full list price (unless specified otherwise in your contract)

Questions regarding the RMA may be directed to the AMS based Asset Recovery Group at email address asset-recovery-emea@cisco.com, fax number +31 (0)20 357 1310