



# Cisco 90-Day Limited Hardware Warranty Terms

---

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranty applicable to Cisco software, is included on the CD that accompanies your Cisco product. Follow these steps to access and download the *Cisco Information Packet* and your warranty document from the CD or from Cisco.com.

1. Launch your browser, and go to this URL:

[http://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html)

The Warranties and License Agreements page appears.

2. To read the *Cisco Information Packet*, follow these steps:

- a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-02F0 is highlighted.
- b. Select the language in which you would like to read the document.
- c. Click **Go**.

The Cisco Limited Warranty and Software License page from the Information Packet appears.

- d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).



---

**Note** You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: <http://www.adobe.com>

---

3. To read translated and localized warranty information about your product, follow these steps:
  - a. Enter this part number in the Warranty Document Number field:  
78-5236-01C0
  - b. Select the language in which you would like to read the document.
  - c. Click **Go**.  
The Cisco warranty page appears.
  - d. Review the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance:

<http://www.cisco.com/cisco/web/support/index.html>.

### **Duration of Hardware Warranty**

Ninety (90) days.

### **Replacement, Repair, or Refund Policy for Hardware**

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

### **To Receive a Return Materials Authorization (RMA) Number**

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference:

Company product purchased from	
Company telephone number	
Product model number	
Product serial number	
Maintenance contract number	

