

Cisco Warranty

Parts Replacement Supply Chain – Frequently Asked Questions FAQ

Where do I get warranty support for my Cisco product? Warranty support is provided by your point of sale. Please contact your authorized Cisco reseller or partner for warranty support. If you purchased your product directly from Cisco Systems, contact us via our Customer Interaction Network. See http://www.cisco.com/web/about/ac49/ac162/about_cisco_customer_service_contacts.html for contact information.

Where can I find the serial number on my equipment? You can use the [Cisco Product Identification Tool](#) to help locate the serial numbers of Cisco products. Currently, this tool contains data on select Cisco chassis, cards and IP phones. It is regularly updated to include additional products. Log on to <http://tools.cisco.com/Support/CPI/index.do> and use one of the following methods to locate your product: • Search by product ID or model name • Browse for Cisco model • Copy and paste the output of show command to identify the product

What happens when a hardware failure is identified? After a Cisco warranty support engineer determines you have experienced a hardware failure and are entitled to replacement part(s), he or she will issue you a Return Material Authorization (RMA) and provide you with information about your advance part replacement shipment. Before the RMA issues, you must specify the part number and serial number of each part to be replaced. Replacement hardware may be new or like- new.

When will I receive my warranty replacement part?

Please contact the party that issued the RMA. Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location. The entity that holds the title to the goods and is responsible for all importation fees and licenses. Cisco can not be the Importer of Record.

Why do I still have to go through the Cisco Warranty troubleshooting process when I know what the problem is with a particular part? When a warranty request is logged, the warranty support engineer will troubleshoot the issue to identify the faulty part, which may be a symptom of a larger problem. Even though it may seem quicker and easier to just send a part, if the part arrives and still does not resolve your problem this only delays the resolution of your warranty request.

How can I track the status of my RMA? If you have an open warranty request, you can contact Cisco's Customer Interaction Network via the contact numbers at <http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

What do I do if I am unsatisfied with the progress of my warranty request? If you feel that the quality of warranty support from Cisco is not satisfactory, Cisco encourages you to contact our Customer Interaction Network.

What are my responsibilities as a customer for returning replaced parts?

Returning parts to Cisco is your legal obligation. Cisco advances replacement parts to you because we know that these parts are needed for your mission-critical activities. After replacement, these parts belong to Cisco and are tracked accordingly. Within 10 days after you receive any replacement part, you must return the corresponding replaced part to Cisco, so it can be repaired and returned to Cisco's working inventory.

If you are unable to return any replaced part within 10 days, you are required to contact Cisco's Asset Recovery Team in your region.

North America

asset-recovery@cisco.com

Asia & NZ

asset-recovery-asia@cisco.com

Australia

asset-recovery-aust@cisco.com

China

asset-recovery-china@cisco.com

Japan

asset-recovery-jp@cisco.com

Latin America

asset-recovery-latam@cisco.com

Failure to return parts may result in Cisco invoicing your company for the part at list price, or taking other appropriate action.

How do I know if Cisco has received parts I returned?

If you have access to Cisco's Order Status Tool (Warranty Order), you can enter your RMA number and check if the part has been received. Or you may contact Customer Interaction Network to check status of a return.

Are my advance replacement parts new?

Replacement parts provided to you may be new or functionally equivalent to new, at Cisco's discretion; and Cisco certifies the parts as functional at the same level as new. This is an industry standard practice. In general, for newer products, Cisco is more likely to provide new parts. However, as products mature, Cisco establishes repair facilities to provide replacement parts.

What quality process does Cisco use for repairs?

Cisco repairs only those parts that can be restored to a state functionally equivalent to new. Any part that does not meet this standard is automatically removed from inventory

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More information?

To learn more about Cisco's warranties, talk to your Cisco representative or visit our warranty website: Representative or visit our warranty website:

http://www.cisco.com/en/US/docs/general/warranty/English/901DEN_.html