



## Description of Hardware Support Services

This document describes Cisco's Hardware Support Services option that is available to support your Cisco Products and is only available where Cisco Product is also supported with Cisco's SP Base service offering.

**Related Documents:** This document should be read in conjunction the SP Base service description as well as with the following documents also posted at [www.cisco.com/go/service-descriptions/](http://www.cisco.com/go/service-descriptions/): (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

Cisco will use commercially reasonable efforts to provide you with the Hardware Support Services options that you have selected.

### Return for Replacement Service

#### Cisco Responsibilities:

Cisco will provide Return for Replacement service whereby you return failed Hardware to Cisco for replacement. Cisco will use commercially reasonable efforts to ship the replacement Hardware within ten (10) business days after receipt from you.

### Advance Replacement Services

Advance Replacement Services are subject to geographic and weight limit restrictions. You can view the availability options for specific locations by accessing Cisco's Services Availability Matrix tool on Cisco.com at: [http://www.cisco.com/cgi-bin/front.x/agents/SAM/cca\\_sam\\_landing.cgi](http://www.cisco.com/cgi-bin/front.x/agents/SAM/cca_sam_landing.cgi). Destination country importation, compliance with U.S. export controls and customs processes may condition delivery times. Advance Replacements will be shipped DDU (delivery duty unpaid) using Cisco's preferred carrier, freight prepaid by Cisco, excluding import duties, taxes and fees, where applicable. Requests for alternate carriers will be at your expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. FRUs will be shipped separately and Cisco will not ship FRUs pre-assembled. Advance Replacements will be either new or equivalent to new at Cisco's discretion.

#### Cisco Responsibilities:

- Same Day Ship/Next Business Day: An Advance Replacement will ship the same day to arrive the next

Business Day provided both the call and Cisco's diagnosis and determination of the failed Hardware have been made before 3:00 p.m., Depot Time. For requests after 3:00 p.m., Depot Time, the Advance Replacement will ship the next Business Day.

- 8x5x4: Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, provided that Cisco's determination of Hardware failure has been made before 1:00 p.m., Depot Time. If you make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the morning of the next Business Day.
- 24x7x4: Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.
- 24x7x2: Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.

### Return for Repair Service

- Cisco will provide Return for Repair services whereby Customer returns failed Hardware to Cisco for repair. Cisco will provide the following service as selected and purchased by the Customer:

- **Repair.** Failed Hardware is repaired or replaced/exchanged. All applicable engineering changes orders (ECO) are incorporated and the unit is fully tested to Cisco published specifications. Cosmetic repairs are performed in accordance with Cisco's or the Customer's defined cosmetic repair standard as mutually agreed upon, replacing any cracked, scratched or damaged covers as required. Additional charges may apply for if Cisco determines the failed Hardware is beyond economic repair or no problem is found.
- Cisco will use commercially reasonable efforts to repair failed Hardware and ship repaired Hardware to Customer within thirty (30) days from receipt of failed Hardware by Cisco.
- On receipt of failed Hardware returned under an RMA number, a receipt notification e-mail or fax will be sent to Customer confirming receipt of failed Hardware and quantities received.

**Customer Responsibilities:**

- Return to Cisco any defective or returned Product in accordance with Cisco's RMA procedure described at [www.cisco.com](http://www.cisco.com).
- You are responsible for the following when returning Product to Cisco: (a) proper packaging, including description of failure and written specifications of any other changes or alterations; (b) tagging each Product returned with the RMA transaction number; and (c) returns must be received within thirty (30) days; otherwise, the replacement Product will be charged at the current Price List. Packages for replacement shall be shipped DDU (Incoterms 2000) or FCA (Incoterms 2000) as applicable.
  - In the case of Return for Repair Service, failed Hardware must be received by Cisco within sixty (60) days of RMA issuance and Customer is responsible for delivering at its expense, the failed Hardware to Cisco's facility safely packaged and undamaged.
- Customer should review receipt notification to confirm the failed Hardware and quantity of product received by Cisco.
- Test all repaired or replacement Product received to determine if any damage occurred in transit. Products damage and/or misshipments must be reported to Cisco within ten (10) business days of receipt.
- Customer will provide a new Purchase Order prior to Cisco performance of any repairs for which Cisco is not obligated to support as defined under Services Not Covered.
- Provide valid and applicable serial numbers for all Product problems and issues reported to Cisco or where you are seeking information from Cisco in connection with Product use. Cisco may also require you to provide additional information in the form of location of the Product, city location details and zip code information.

Where Customer has purchased the Return for Replacement Service or Advance Replacement Services, the following additional responsibilities also apply:

- Provide thirty (30) days Notice to Cisco of any requested addition(s) to the Equipment List.
- Notify Cisco, using [Cisco.com](http://Cisco.com), of Product on the Equipment List which you have moved to a new location within thirty (30) days of such relocation. Please be aware that the Services will be provided to you beginning thirty (30) days after receipt of your notification. Cisco will also need you to notify Cisco of any modification to the Product and configuration including upgrades or changes to FRUs not in the

original configuration within five (5) days of such modification.

- Cisco will need you to provide a new Purchase Order number to Cisco's asset recovery team to facilitate the billing of Product not returned. You agree to assist Cisco in troubleshooting failed Hardware down to the FRU level prior to initiating the RMA procedure.
- When requested, provide Cisco with a list of all personnel that you have authorized to contact Cisco or access [Cisco.com](http://Cisco.com) for Services and to download Software from [Cisco.com](http://Cisco.com) or Cisco's PUT. You are responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.