



# Warranties and Entitlements

Warranty	Entitlements Description
<b>Cisco Standard 90-day Hardware &amp; Software Warranty</b> (Document #78-5235-vvrr)	<ul style="list-style-type: none"> <li>• Advance Replacement shipping within 10 business days from RMA Request Date within 90 Days of original shipment from Cisco or from Cisco Reseller.</li> <li>• 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications.</li> <li>• Guest Access to Cisco Connection Online (CCO)</li> </ul>
<b>90-Day Limited Hardware Warranty</b> (78-5236-vvrr)	<ul style="list-style-type: none"> <li>• Advance Replacement shipping within 10 business days from RMA Request Date within 90 Days of original shipment from Cisco or from Cisco Reseller.</li> <li>• 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications.</li> <li>• Guest Access to Cisco Connection Online (CCO)</li> </ul>
<b>One-Year Limited Hardware Warranty</b> (78-10747-vvrr)	<ul style="list-style-type: none"> <li>• Advance Replacement shipping within 10 business days from RMA Request Date within One Year of original shipment from Cisco or from Cisco Reseller.</li> <li>• 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications.</li> <li>• Guest Access to Cisco Connection Online (CCO)</li> </ul>
<b>Limited Lifetime Hardware Warranty</b> (78-6310-vvrr)	<ul style="list-style-type: none"> <li>• Advance Replacement shipping within 10 business days from RMA Request Date during supported life of the product, starting original ship date from Cisco or Cisco reseller. (Fan and power supply warranty limited to 5 years from ship-date).</li> <li>• 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications.</li> <li>• Guest Access to Cisco Connection Online (CCO)</li> </ul>
<b>End-User Software License Agreement and Software Warranty</b> (78-3621-vvrr)	<ul style="list-style-type: none"> <li>• 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications.</li> <li>• End User License Agreement terms</li> <li>• Guest Access to Cisco Connection Online (CCO)</li> </ul>
<b>5-Years Limited Hardware and 1-Year Limited Software Warranty</b> (78-13712-vvrr)	<ul style="list-style-type: none"> <li>• Replacement shipping within 15 business days from RTF Date within 5 Years from the original ship date from Cisco or Cisco reseller</li> <li>• One-Year Assurance that the SW Media is defect-free and the SW conforms to its published specifications.</li> <li>• Guest Access to Cisco Connection Online (CCO)</li> </ul>
<b>5-Years Limited Hardware and 5-Year Limited Software Warranty<sup>1</sup></b> (78-13712-vvrr)	<ul style="list-style-type: none"> <li>• Replacement shipping within 15 business days from RTF Date within 5 Years from the original ship date from Cisco or Cisco reseller</li> <li>• Five-Year Assurance that the SW Media is defect-free and the SW conforms to its published specifications.</li> <li>• Guest Access to Cisco Connection Online (CCO)</li> </ul>

1. The Cisco Limited 5-Year Hardware and 5-Year Software Warranty is available only to qualified World Wide Service Providers which Cisco defines as owners and operators of the world's collection of voice-oriented Public Switched Telephone Networks (PSTNs)

Note: "vv" and "rr" suffixes of the warranty document numbers represent the version and revision numbers respectively.

Last modified by Scott Mousley on 12/01/03; E&OE



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