



## End-of-Lease Customer Options

**Cisco Capital<sup>SM</sup> understands the importance of the technology investment of Cisco<sup>®</sup> customers and is available to help manage your financed equipment and services to meet your ongoing business needs.**

At end-of-lease there are both technology and finance decisions to be made. The following options are available to provide flexibility and will assist you in making the right choice for your business.

### End-of-Lease Options\*

#### Option 1: Technology Migration or Upgrades

This is the best option for customers who want to take advantage of the latest technology available by adding new or upgrading equipment to existing or new locations. The existing leased equipment and any new equipment and services can be bundled into a single new finance agreement to simplify your budget planning and to provide maximum flexibility.

#### Option 2: Periodic Extension (such as month-to-month)

The month-to-month extension is appropriate for customers who need additional time to assess their technology needs or financial priorities. Once in month-to-month status, this option provides you with the flexibility of being able to return the current leased equipment with only 30 days notice.

#### Option 3: Fixed-Term Extension

The fixed-term extension is suitable for customers who do not need an immediate equipment refresh but anticipate wanting to add to or upgrade equipment at a future date. The most common fixed-term extensions are 12, 18 and 24 months, but Cisco Capital will customise an extension term to meet your unique needs.

#### Option 4: Purchase the Equipment

This option is appropriate for customers who do not anticipate a change in their business environment or the need to upgrade or evolve existing technology.

#### Option 5: Return the Equipment

Returning the equipment is only for customers who no longer need the existing leased equipment. To return leased equipment, simply provide the required notice and return per the Returned Materials Advice (RMA) equipment return instructions that are provided by your Cisco Capital representative.

### Customised Financing Solutions

As a technology and financial partner, Cisco Capital will work to customise the right solution for your company. You may return some equipment while extending other equipment and upgrade some equipment while purchasing other equipment. Practically any combination your business requires.

Please contact your lease account manager to discuss the solution that is right for your business or visit [www.cisco.com/go/capital\\_europe](http://www.cisco.com/go/capital_europe)

\* Not all options are available in all countries and in all agreements.

## Notification and Billing

Unless otherwise stated in your lease agreement, you are required to notify Cisco Capital of your end-of-lease decision at least 90 days prior to the lease maturity date. If no notice is provided, Cisco Capital will automatically renew your lease on a periodic basis until you notify Cisco Capital of your end-of-lease decision. If you will be returning your equipment, notification will allow Cisco Capital to stop billing in a timely manner. Should Cisco Capital receive notification that some or all of your equipment will be returned and the equipment is not received when due, billing will continue until the equipment is received.

## Returned Materials Advice (RMA) Instructions

### Expected Return Date

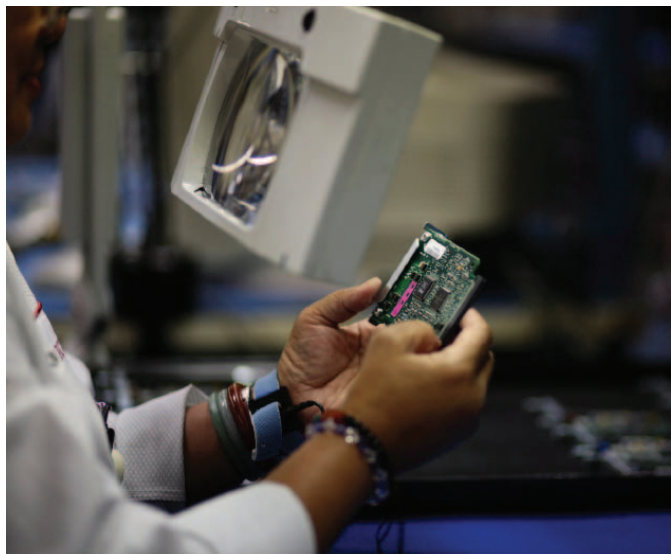
Upon receiving notification that you will be returning leased equipment, your Cisco Capital representative will create an RMA data sheet providing an RMA number and identifying the equipment to be returned. All equipment listed in the RMA data sheet is due back to Cisco Capital on or before the specified expected return date. Any equipment not returned by the expected return date will be invoiced at the current rental payment rate and backdated to the expected return date until the equipment is received. You will continue to be responsible for any loss or damage to the equipment until its arrival at the Cisco Capital designated location.

### Packaging and Shipping

Unless specified otherwise in your master lease agreement or lease schedule, you are responsible for all costs associated with packaging and shipping. Cisco Capital does not provide boxes for packing. If you require packing or shipping services, please contact your Cisco Capital representative listed on the RMA data sheet. Cisco Capital can provide references for your location.

Please ensure that at least one RMA label is fixed to the outside of every package returned. If you have an insufficient number of labels, please notify your Cisco Capital representative. Alternatively, you may clearly write the RMA number on the outside of each box to be returned.

All equipment and associated boxes must be returned to the address provided by your Cisco Capital representative as stated in the RMA.



### Condition and Completeness of Equipment

All equipment must be returned in good condition and working order; ordinary wear and tear expected. You will be obligated to pay Cisco Capital for the cost of any repairs to bring the equipment up to such status. Such costs shall not exceed the casualty value given in the lease schedule. In the event that all of the expected equipment is not received by Cisco Capital, you will continue to be invoiced for the missing items until they are returned or purchased.

### Questions

If you have any questions or require additional information please visit [www.cisco.com/go/capital\\_europe](http://www.cisco.com/go/capital_europe) or contact your local Cisco Capital Representative.



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