



RMA Packaging Guidelines



CISCO SYSTEMS

Selecting the Packaging

- It is best to use the original Cisco box and packaging in which your equipment was sent and received in
- If the original box is missing or damaged, any box that is of suitable size and in good condition can be used
- For Asia Pac Trade-in returns:
Cisco and competitive products must be packaged separately



***All product, and its components, must be sent to Cisco in the same working condition in which it was removed from the end user network and properly packaged to prevent damage in transit**

Incorrect Packaging

- Items should never be shipped without packaging foam, bubble wrap, or a static bag.
- Crushed or damaged boxes should never be used for returning items.



***All product, and its components, must be sent to Cisco in the same working condition in which it was removed from the end user network and properly packaged to prevent damage in transit**

Re-packaging your RMA

- If using the original Cisco box and packaging, properly place the item within the packaging material.
- If using a different box and packing material, be sure the item is properly surrounded with bubble wrap or packaging foam.



***All product, and its components, must be sent to Cisco in the same working condition in which it was removed from the end user network and properly packaged to prevent damage in transit**

Shipping Multiple Parts

- If you must ship multiple items within the same box, be sure each part is protected in its own static bag and separated with packing foam or bubble wrap.
- The preferred method for returning items is each in a individual box
- Items should never be returned loose and unprotected like this



Sealing Your Shipment

- **Once the RMA has been placed in the box it is now time to seal it closed. Be sure to use appropriate packaging tape**
 - **Do not use masking or Scotch tape to secure or seal packaging**
 - **Make sure the box is securely sealed**
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- **For chassis or other large units, it is very important that the item is covered and securely strapped down to a pallet**
 - **An unstrapped or loosely strapped item can easily tip during transit, causing expensive damage and repair costs**
 - **This is the correct way to secure a chassis to a pallet**



Incorrect Shipping Method

- Items should never be shipped without being boxed, or thoroughly bubble-wrapped and secured to the pallet
- Shrink wrapping alone is not sufficient. This photo is an example of how a chassis should **NOT** be shipped.



Labeling the Package

- **Regardless if you are shipping a large chassis or a small item, it is imperative that the RMA number and Quote Number be written on every box being returned**
- **A POWR tool label must be placed on the outside of each box**
- **These reference numbers should also be listed on the shippers air bill**
- **Mislabeled or unlabeled RMAs delay the receiving and crediting processes**



Documentation

- **Keep all copies of your shippers air bills used to return items, for at least six (6) months**
- **List the RMA number and Quote number on any internal documentation or records and keep with shippers air bill**
- **Make sure the box has a address label with the shipping and receiving addresses listed**



