

## Instructions for the return of parts in the Colombian Free Zone

To return defective parts located in the Colombian Free Zone, certain steps must be followed. It is important to highlight that the packaging with which the replacement parts were delivered must be kept, in order to deliver the damaged parts within a period of no more than 10 days. Follow these instructions to minimize follow-up contacts and possible Cisco charges for unreturned hardware. ([RMA policy](#)).

### Envío de devolución

#### Return Instructions Free Trade Zone Colombia

- The customer must request the equipment release form by mail:  
[asset-recovery-freezone-colombia@external.cisco.com](mailto:asset-recovery-freezone-colombia@external.cisco.com)
- The client will send the completed form through which equipment, serial numbers, weights, measurements will be confirmed, and photos of the equipment will be added. Likewise, customer logistics contacts will be requested to coordinate the departure of the equipment.
- With the information provided by the customer, the Cisco supplier will process the following documents:
  - Commercial Invoice.
  - Packing list.
  - Remittance
  - Shipper letter of instruction.
  - Service order (internal).
  - Sheet with destination of the merchandise.
  - Free zone pre-alert.
- The Cisco provider will contact the customer to request the following documents:
  - F-P7-03ZF. Entry and exit form of elements duly completed.
  - FMM of income in executed state and supporting documentation.
  - Exit request letter from the owner of the merchandise, addressed to the DIAN-Free Zone indicating the reason for the exit, listing the exit guide, part to be removed, weight and packages.
  - Main equipment packing list.
- The Cisco logistics supplier will be in charge of validating the documentation and requesting the necessary changes.
- When the complete documentation is available, the departure date will be coordinated with the client.

### How to pack for shipment?

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- Use grounded disposable wrist straps to prevent static electricity damage when handling parts.
- Reuse packaging from replacement parts to return replaced hardware.
- Seal each box well.
- Write the RMA numbers prominently on the outside of each box.

Note: If you received multiple replacement parts in individual boxes, please return the defective parts in the individual boxes as well. Do not return internal (child) components within the parent product. It is important to return only those components for which replacements have been provided. Accessories and other modular components must be transferred to the replacement device and must not be included with the returned item. Cisco is not responsible for excess items returned in error.