

Part Return Instructions

We make the returns process easy. Save this packaging and use it to return your defective part(s) to us within 10 days. Please follow these directions to minimize follow-up contacts and possible charges from Cisco for unreturned hardware ([RMA policy](#)).

Return Shipping	
Return Requests & Schedule Pickups	How to pack for shipment?
<ul style="list-style-type: none"> Use the Returns Portal - Cisco to return parts back to Cisco and for further RMA support. Use the POWR tool to schedule pickups POWR 3.0 Login (cisco-global-returns.com), use the QR Code below for quick access. <p><i>The Product Online Web Returns tool allows Cisco customers to schedule pickups of parts for return to Cisco, and print shipping labels if required.</i></p>	<ul style="list-style-type: none"> Use the disposable grounding wrist straps to avoid static damage when handling parts. Reuse the packaging from the replacement parts to return the replaced hardware. Securely seal each box. Paste the RMA sticker on the outside of each box. Hand over the box to the transportation or carrier.

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 inside parent product. It is important to return only the components for which replacements have been provided. Accessories and other modular components should be transferred to the replacement device and not included with the return item. Cisco is not responsible for excess items returned in error.

Additional Information for Returns



Have additional questions ?

Contact us e-mail : asset-recovery-jp@cisco.com

<https://mycase.cloudapps.cisco.com/omc?ar>

Phone : 0120-445-240 (Option#3) *Japan domestic call only

Business Hour : 9:00-17:00 on weekdays



POWR Tool Instructions

Please note that we will continue to request unreturned parts until we receive your shipment.

Return parts within 10 days! The defective parts must be returned to Cisco within ten (10) days of receiving the replacement parts. Any replaced parts not returned to Cisco within contractual terms are liable to be billed at current Global List Price.