

## 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

Shipping Labels	How to pack for shipment?
<ul style="list-style-type: none"> <li>• Please find the shipping label provided in the shipping pouch.</li> <li>• If the return shipping label is missing or damaged, get a new one at: <a href="http://www.cisco.com/go/logistics">www.cisco.com/go/logistics</a></li> <li>• Remove all shipping labels from the box and apply the return shipping label to the box containing the defective equipment.</li> <li>• Hand over the box to the transportation carrier.</li> <li>• If shipment is heavy weight (&gt; 150 lbs.) or on a pallet, use the POWR tool to generate a freight label at <a href="http://www.cisco.com/go/logistics">www.cisco.com/go/logistics</a></li> </ul>	<ul style="list-style-type: none"> <li>• Use the disposable grounding wrist straps to avoid static damage when handling parts.</li> <li>• Reuse the packaging from the replacement parts to return the replaced hardware.</li> <li>• Securely seal each box.</li> <li>• Write the RMA number(s) prominently on the outside of each box.</li> </ul>

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



POWR Tool Instructions

For further RMA support see the Cisco Returns Portal [www.cisco.com/c/en/us/support/rma\\_portal.html](http://www.cisco.com/c/en/us/support/rma_portal.html)

Have additional questions ?

Contact us at <https://mycase.cloudapps.cisco.com/omc?ar> or 1.800.553.2447 , select option 4, then select option 2

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.