

Instructions for returning part(s)

We have simplified the return process. Please keep this packaging and use it to return the defective parts and their respective accessories (such as cables, power supplies, hooks, bases, and telephone cords) within 10 days. Follow these instructions to minimize follow-up contacts and potential charges from Cisco for unreturned hardware. ([RMA policy](#)).

| Return Shipment | |
|--|--|
| Shipping Labels | How to pack for shipment? |
| <p>Online from MOST countries:</p> <ul style="list-style-type: none"> • Access www.cisco.com/go/logistics • Log in to POWR and follow the instructions • Remove all shipping labels from the box and print the shipping label, then place it on the boxes • The carrier will contact you to confirm the pickup before sending a driver to collect the item! • Note: Brazil requires that a completed Nota Fiscal be attached to the POWR pickup request • If the shipment is heavy (> 150 kilos) on a pallet, use the POWR tool to generate a freight label at www.cisco.com/go/logistics | <ul style="list-style-type: none"> • Use disposable grounding wrist straps to prevent static damage when handling parts • Reuse the packaging from replacement parts to return the replaced hardware. • Securely close each box. • Prominently write the RMA number(s) on the outside of each box. • If you have any questions, email UPSCOLETAS@ups.com or call (11) 4898-7553 or 4898-7500 extension 2062 |

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 the parent product. It is important to return only the components for which replacements were provided. Accessories and other modular components should be transferred to the replacement device and not included in the returned item. Cisco is not responsible for any excess items returned by mistake.

Additional Return Information



Other information for returns
scan QR Code

For further RMA support, please visit the Cisco Returns Portal at www.cisco.com/c/en/us/support/rma_portal.html

Have additional questions?

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

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

Frequently Asked Questions about the Nota Fiscal de Retorno (Brazil)

Q: What is the Nota Fiscal de Retorno and why is it important?

A: The **Nota Fiscal de Retorno** is a crucial fiscal document for returning goods to their origin, whether for return, repair, or any other reason. It is important because it ensures the legality of the operation, allows tax control, and prevents issues with the **Receita Federal** (Federal Revenue Service).

What are the main reasons why a pickup request is rejected, according to the documents?

The main reasons include:

- Failure to send the fiscal document (**Nota Fiscal**).
- Incomplete or incorrect **Nota Fiscal** data (**CNPJ, NCM, CST, tax rates, tax base, ICMS amount, address, etc.**).
- Errors in the **Nota Fiscal** recipient (**UPS as the incorrect recipient**).
- Expired **Nota Fiscal** (**more than 30 days old**).
- Incorrect information about the item (**linked to another RMA**).
- **Nota Fiscal** cancellation by the customer.
- Lack of authorization for the return.

Q: What is CST and why is it important to use the correct one in Notas Fiscais?

A: CST stands for **Código de Situação Tributária (Tax Situation Code)**. It is a code that indicates the taxation method of a transaction. Using the correct CST is crucial because it defines how taxes (**such as ICMS**) will be applied to the transaction. An incorrect CST can lead to tax calculation errors and issues with tax authorities.

The documents specifically mention:

- **CST 200:** Operations with goods or services of **foreign origin**, acquired in the domestic market and subject to **full ICMS taxation**.
- **CST 260:** Foreign goods acquired in the domestic market, with **ICMS already collected through tax substitution**.
- **CST 300:** Identifies transactions where goods or services have a **national origin** and are **fully taxed in relation to ICMS payment**.

Using the correct **CST** based on the **origin** and **taxation of the goods** is essential to avoid tax discrepancies.

In some cases, if the transaction is **interstate** and the **Nota Fiscal** highlights **ICMS at 4%**, the purchasing company must **pay an additional 8% tax** to complete the **12% total rate**.

Q: What is NCM and how should it be used in the Nota Fiscal de Retorno?

A: The **Nomenclatura Comum do Mercosul (NCM) (Mercosur Common Nomenclature)** is used to determine taxes on foreign trade operations and the sale of industrialized products.

NCM codes define **tax rates** for foreign trade and various domestic taxes on goods transactions. It is **essential to indicate the correct NCM** to apply the appropriate taxes.

Some examples of **NCM codes** include:

- 85176241
- 85176259
- 84717010
- 85176234
- 84715010

Q: What are common mistakes when issuing the Nota Fiscal de Retorno?

A: Some common mistakes include:

- **Not sending the fiscal document.**
- **Incorrect CNPJ (Cadastro Nacional de Pessoas Jurídicas) of the issuer or recipient.**
- **Incorrect CST (e.g., using CST 200 instead of the correct code).**
- **Incorrect NCM.**
- **Incorrect ICMS tax base calculation.**
- **Incomplete or incorrect collection (pickup) data.**
- **Failing to reference the original Nota Fiscal.**
- **Issuing the Nota Fiscal with the wrong purpose (e.g., using "normal" instead of "complementary").**
- **Issuing a Nota Fiscal older than 30 days.**
- **Tax calculation errors (ICMS, tax rates, etc.).**
- **Not sending the Termo de Responsabilidade (if required) or sending it incomplete.**
- **Incorrect recipient information (UPS).**
- **Failing to specify the correct number of items.**
- **Not resetting the ICMS tax base when it has already been accounted for in the main Nota Fiscal.**

Q: What should I do if my Nota Fiscal de Retorno has errors?

A: If your **Nota Fiscal de Retorno** has errors, the best approach is:

- **Cancel the incorrect Nota Fiscal** and issue a new one with the correct data.
- **Issue a Complementary Nota Fiscal** to correct missing or incorrect information.

What additional information is needed, besides the Nota Fiscal, to successfully collect a product?

Besides the **Nota Fiscal**, the following complete and correct data is required:

- **Correct sender's CNPJ.**
- **Complete and accurate address.**
- **Contact information of the person responsible for delivery.**
- **Pre-scheduled collection appointment**, if required at the location.
- **K-Return document** (if necessary) with the correct information.
- **Correct number of items** reflected in the **Nota Fiscal (if there are multiple items)**.

Q: What is CFOP, and which ones are most commonly used in Notas Fiscais de Retorno?

A: The **Código Fiscal de Operações e Prestações (CFOP)** (Fiscal Code for Operations and Services) determines the **nature of a transaction** in a **Nota Fiscal**.

The most commonly used CFOPs in **Notas Fiscais de Retorno** are:

- **CFOP 5949:** Exit of goods or provision of unspecified services.
- **CFOP 6949:** Another exit of goods or provision of unspecified services.

Q: What is the Inscrição Estadual (IE)?

A: The **Inscrição Estadual (IE)** is a company's **registration number** with the **Secretaria da Fazenda (SEFAZ)** (**State Treasury Department**) of the state in which it operates.

This registration is **required for taxpayers of the ICMS (Imposto sobre a Circulação de Mercadorias e Serviços, or Tax on the Circulation of Goods and Services)**.

Q: Where can I find more information about the Nota Fiscal de Retorno?

A: You can consult the **tax legislation** of your state, visit the **Receita Federal website**, or seek **specialized accounting advice**.

We hope you find these frequently asked questions helpful. Remember that correctly issuing the Nota Fiscal de Retorno is essential to avoid tax issues and ensure efficiency in the return's logistics process.