

## Part(s) Return Instructions

We make the return process easy. Save this packaging and use it to return the defective parts to us within 10 days. Follow the directions below to minimize follow-up contacts, and possible charges, from Cisco for damages related to unreturned hardware. ([RMA policy](#)).

### Envío de devolución

#### Shipping Label

- For most countries it's possible to request the pickup and generate a shipping label through the system: [Powr-Tool \(http://www.cisco.com/go/logistics\)](http://www.cisco.com/go/logistics).
- Please remove all labels from the box, print the shipping label, and place them on the boxes containing the defective equipment.
- The selected date is tentative, the carrier will contact you to confirm the pickup before sending transportation to your address.
- If your shipment is heavy (> 150 lbs.) or on a pallet, use the POWR tool to generate a freight label at [www.cisco.com/go/logistics](http://www.cisco.com/go/logistics)

#### Packaging Instructions

- 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 & write the RMA number(s) prominently on the outside of each box.

Note: If you received multiple replacement parts in individual boxes, please also return the defective parts in the individual boxes. Do not return internal (child) components within the parent product. It is important to only return 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.

México, Perú, Ecuador, Colombia, & Bolivia:

For courier inquiries contact FHL at:  
[recolecciones\\_cisco@gfh.com.mx](mailto:recolecciones_cisco@gfh.com.mx)

Other Latam Countries países de Latinoamérica:

Brazil [upscoletas@ups.com](mailto:upscoletas@ups.com)

Other supported countries: [cisco@ups.com](mailto:cisco@ups.com)

### Powr-Tool Supportes Countries

Argentina, Bahamas, Bolivia, Brazil, Chile, Colombia, Costa Rica, República Dominicana, Ecuador, El Salvador, Guatemala, Honduras, México, Nicaragua, Panamá, Paraguay, Perú, Puerto Rico, Uruguay, Venezuela. For the rest of the countries, the customer must send the package, see: [non-supported countries](#).



Powr-Tool Instructions

For more support on RMAs, 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)

#### Additional Information for Returns

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

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

Return parts within 10 days! Defective parts must be returned to Cisco within ten (10) days of receipt of the replacement parts. Any replaced parts not returned to Cisco within contractual terms will be invoiced at the current global list price.