



**READ FIRST BEFORE PROCEEDING!!!**  
**IMPORTANT- GO GREEN**  
**Please Retain All Packing Materials**

Opening the accompanying shipment constitutes agreement with the following terms and conditions.

**Terms and Conditions:**

The following details the terms and conditions for demonstration of Cisco Systems Demo Loan Equipment:

We are pleased to offer you, for demonstration purposes, the Cisco products described in the accompanying packing list.

**You agree to return the products to Cisco within five (5) days of expiration of the demonstration period in the original packing material that the units were received in. Cisco will retain title to all products provided under this agreement.**

In connection with your demonstration of the products, you may receive proprietary Cisco information and you agree to hold the information confidential and not use it for purposes other than this product demonstration or permit others to use it. You also agree that all use of the products during the demonstration period will be in accordance with the provisions of the accompanying Software License and in compliance with all applicable U.S. government laws. You further agree that the products will not be sold, transferred or altered in any way during the demonstration period. Cisco does not assume any liability arising from the use of the products provided under this agreement. In no event shall Cisco or its suppliers be liable for any incidental or consequential damages, lost profits, lost data, or any other indirect damages even if Cisco or its suppliers has been informed of the possibility thereof.

We at Cisco look forward to a long-term, mutually beneficial relationship with you. If you have any questions, please feel free to contact your Cisco account manager.

**Demonstration Period:**

The demonstration period is agreed with the Cisco Sales Team and Demo Loan department. Please contact Cisco Sales team for further information.



### **Returning Demonstration Units:**

All APAC & EMEAR (excluding Australia & Japan) orders returning to NL warehouse are facilitated by **DHL**. Once your demonstration is completed you or your customer is requested to contact DHL Control Tower by e-mail: [cisco.DL@dhl.com](mailto:cisco.DL@dhl.com) or by phone +31 10 490 9811 to arrange collection & return shipment.

### **Please follow the below instructions:**

1. Please make sure **ALL** items according to the packing list are included in the original packaging materials.
2. For identification purposes, Demo products have an **ORANGE STICKER** with Asset id written on it
3. Any extra parts received that were not a part of the loan will be difficult to return in a legitimate manner as these were not declared at customs
4. For the **Return Commercial Invoice, please contact the Cisco Account Manager. This document is mandatory** for export clearance in the country you are located in as well as for import customs clearance upon arrival in the Netherlands.
5. DLS will not replace damaged or lost packing materials. Any re-packaging costs are at the shipper's expense.

### **Demo Loan Services address is:**

**Cisco International Limited  
Demo Loan Services,  
C/O Teleplan Communications  
Werner von Siemensstraat 19, Hal C3  
2712PN Zoetermeer  
The Netherlands**

Please note that Cisco's demonstration units are sourced from a rotation pool of shared inventory and are subject to minor cosmetic damage. Each part is processed through our configuration lab and confirmed to be operating properly at the time of shipment.

### **What to do if your shipment arrives DAMAGED:**

1. Immediately make a note on shipping documents stating shipment arrived damaged.
2. Take digital pictures of the packing material as well as the units if damaged.
3. Open a case via <https://customerservice.cloudapps.cisco.com> Enter DEMO LOAN in the search bar and gives you an option to open a case. Include tracking number, Demo Loan order number and attach pictures to your case or you can also contact Cisco customer service on the below numbers:

PHONE SUPPORT:

EMEA: +31 20 703 8503

APAC: +61 2 8446 3029