

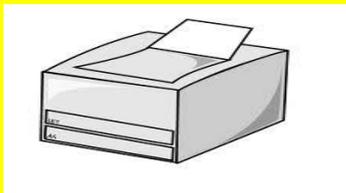


Service RMA Return Instructions Yemen

Return your Cisco parts within ten (10) days following replacement

The part(s) contained in this shipment are replacement parts provided under your Cisco Service Agreement. 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.

Online Return Instructions (Advance Replacement contracts only)



- Place the defective part(s) in the packaging of the replacement part or in a box that protects the part against damage during transportation. For additional packaging instructions, please go to www.cisco.com/c/en/us/support/rma_portal.html
- Go to POWR www.cisco.com/go/logistics, select 'request return' and enter your RMA return number
- Follow the steps indicated in POWR. Please check that the pick-up address is correct, including postal code format. Please avoid special characters.
- Print the **POWR shipping label(s)** and attach the shipping label on the outside of each box so the shipping address is visible. Please also print the **POWR commercial invoice**. Collection cannot be processed without it.
- Please advise the Cisco Asset Recovery team of the booking: +31 203 573 586 or www.cisco.com/go/rmaretain
- PLEASE MAKE SURE THAT:**
 - On-site contact and collection address are correct.
 - Label and AWB generated from the POWR tool are used to return your RMA.
 - Shipment is ready for handover at location where the courier is instructed to arrive (i.e. reception or dock door).
 - 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.
 - All necessary shipment documentation is enclosed - Read more on the other side of this document.
- A courier will arrive to pick up the package on your selected date during business hours
- Hand over the shipment. Courier will scan the label on the box, and it will be registered as picked up in POWR. This will stop automatic email notifications.
- After delivery at the receiving location, your return line will be closed
- For multiple RMA returns, we recommend that you consolidate your pick up into one POWR request.
- In case of discrepancies with your return, Cisco will contact you for a resolution
- Questions regarding the return of this RMA may be directed to the Asset Recovery team www.cisco.com/go/rmaretain or call +31 203 573 586

Please note: for RMAs without a return line in PRR, we do not expect a return. For more information go to: <https://ibpm.cisco.com/rma/home/>

COMMERCIAL INVOICE

Why do I need it?

It is important to ensure that information on all your documents is consistent and accurate, starting with the most important document: the Commercial Invoice. It is the foundation and the first international shipping document that should be completed to successfully return defective parts. The information provided on all shipping documents included must correspond with the Commercial Invoice.

What is it?

The Commercial Invoice is prepared by the exporter (in this case your company) and is required by the foreign buyer to prove ownership and arrange properly customs procedure.

Why is it needed?

It is the primary document used by most foreign customs agencies for import control, valuation, and duty determination.

When is it needed?

The Commercial Invoice is required for all product/commodity shipments for international trade for export and import customs clearance.

How can I complete it?

For some countries there is the possibility to create an Invoice directly from the POWR tool

How do I complete it properly?

You can print it from the POWR tool once the pick-up request is completed, along with the pick-up label.

Below you can find the most relevant information from a customs clearance perspective. Even if you are using the POWR tool to create an invoice, please ensure all information is correctly filled in.

Below is an example of the most important information needed on the Commercial Invoice

<p>Shipper: <i>Commercial invoices must be created by the shipper of the goods on the company letter-head.</i></p>		<p>Invoice no: <i>Enter RMA number</i></p>	<p>Date: <i>01/01/2019</i></p>		
		<p>Buyers order no./References: <i>Any reference, for example RMA number</i></p>			
		<p>Remarks: <i>Please add here any remarks, if necessary</i></p>			
<p>Ship to address + Bill to address: <i>Cisco C/O Tahaluf Al Nojum For Telecom & IT L.L.C PO.BOX -958, P.C.111, Bousher, South Al-Ghubra Muscat Oman</i></p>		<p>Country of origin: <i>The country of origin of a part (see label on product; if not found, request from the Asset Recovery team by providing serial number).</i></p>			
		<p>Country of final destination: <i>Oman</i></p>			
		<p>Total weight GROSS:</p>		2.3	KGS
<p>Shipment method: <i>AWB xxxxxxxxxxxxxx</i></p>					
<p>Terms of delivery: <i>DAP</i></p>					
no.	Cisco Part ID	Serial number	Quantity	Unit Price (USD)	
1	<i>CP-6921-CL-K9=</i>	<i>FTX22334</i>	<i>1</i>	<i>USD 65.80</i>	
<p><i>Include Part ID, Serial Number, quantity and country of origin. Please also include the unit price of the Part ID (this can be obtained from the Asset Recovery team).</i></p>					
<p>Value for customs purposes only</p>			Total:	<i>USD 65.80</i>	
<i>Amount in words - USD sixty-five dollars and eighty cents</i>					
<p>PACKAGE: <i>Method of packaging ex. '1 carton'</i></p>		<p><i>Company Stamp</i></p>			
<p><i>Above goods are faulty and being shipped for replacement purpose</i></p>		<p><i>(Authorized Signatory)</i></p>			

Thank you for your collaboration – CISCO Asset Recovery team