



## Description of Hardware Replacement

This document describes Cisco's Hardware Replacement Services option that is available to support your Cisco Products and is only available where Cisco Product is also supported with Cisco's SP Base service offering. Capitalized terms are defined in the [Glossary of Terms](#) at the end of this document. Please read this document carefully as it contains important information regarding the Services that you have purchased from us. It is incorporated by reference to the Master Services Agreement between Cisco and you.

Cisco will use commercially reasonable efforts to provide you with the Hardware replacement Services options that you have selected.

### Return for Replacement Service

#### Cisco Responsibilities:

Cisco will provide Return for Replacement service whereby you return failed Hardware to Cisco for replacement. Cisco will use commercially reasonable efforts to ship the replacement Hardware within ten (10) business days after receipt from you.

### Advance Replacement Services

Advance Replacement Services are subject to geographic and weight limit restrictions. You can view the availability options for specific locations by accessing Cisco's Services Availability Matrix tool on Cisco.com at: [http://www.cisco.com/cgi-bin/front.x/agents/SAM/cca\\_sam\\_landing.cgi](http://www.cisco.com/cgi-bin/front.x/agents/SAM/cca_sam_landing.cgi). Destination country importation, compliance with U.S. export controls and customs processes may condition delivery times. Advance Replacements will be shipped DDU (delivery duty unpaid) using Cisco's preferred carrier, freight prepaid by Cisco, excluding import duties, taxes and fees, where applicable. Requests for alternate carriers will be at your expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. FRUs will be shipped separately and Cisco will not ship FRUs pre-assembled. Advance Replacements will be either new or equivalent to new at Cisco's discretion.

#### Cisco Responsibilities:

- **Same Day Ship/Next Business Day:** An Advance Replacement will ship the same day to arrive the next Business Day provided both the call and Cisco's diagnosis and determination of the failed Hardware has been made before 3:00 p.m., Depot Time. For requests after 3:00 p.m., Depot Time, the Advance Replacement will ship the next Business Day.
- **8x5x4:** Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, provided that

Cisco's determination of Hardware failure has been made before 1:00 p.m., Depot Time. If you make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the morning of the next Business Day.

- **24x7x4:** Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.
- **24x7x2:** Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.

#### Customer Responsibilities:

- Provide thirty (30) days Notice to Cisco of any requested addition(s) to the Equipment List.
- Notify Cisco, using Cisco.com, of Product on the Equipment List which you have moved to a new location within thirty (30) days of such relocation. Please be aware that the Services will be provided to you beginning thirty (30) days after receipt of your notification. Cisco will also need you to notify Cisco of any modification to the Product and configuration including upgrades or changes to FRUs not in the original configuration within five (5) days of such modification.
- Return to Cisco any defective or returned Product in accordance with Cisco's RMA procedure. Cisco will need you to provide a new Purchase Order number to Cisco's asset recovery team to facilitate the billing of Product not returned. You agree to assist Cisco in troubleshooting failed Hardware down to the FRU level prior to initiating the RMA procedure.
- You are responsible for the following when returning Product to Cisco: (a) proper packaging, including description of failure and written specifications of any other changes or alterations; (b) tagging each Product returned with the RMA transaction number; and (c) returns must be received within thirty (30) days; otherwise, the replacement Product will be charged at the current Price List. Packages for replacement shall be shipped DDU (Incoterms 2000) or FCA (Incoterms 2000) as applicable.
- Test all repaired or replacement Product received to determine if any damage occurred in transit. Products damage and/or misshipments must be

reported to Cisco within ten (10) business days of receipt.

- Provide valid and applicable serial numbers for all Product problems and issues reported to Cisco or where you are seeking information from Cisco in connection with Product use. Cisco may also require you to provide additional information in the form of location of the Product, city location details and zip code information.
- When requested, provide Cisco with a list of all personnel that you have authorized to contact Cisco or access Cisco.com for Services and to download Software from Cisco.com or Cisco's PUT. You are responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.