



Service Description

Cisco Defective Asset Retention

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

Cisco Defective Asset Retention (CDAR) is available to qualified customers (and Approved Sources purchasing for resale to qualified customers) that have requirements to retain and destroy Hardware on their premises to protect classified, sensitive, or proprietary data. CDAR enables You to retain and destroy certain Cisco Products that are defective, eliminating the need to return Hardware during the standard Return Material Authorization (RMA) process. Cisco Hardware support Services are a prerequisite to purchase CDAR.

Cisco will deliver the Services in accordance with the specific Service Description(s), which are incorporated by reference and located [here](#).

2. Cisco Responsibilities

- Cisco will provide technical support services in accordance with the underlying support offer You have purchased.

3. Customer Responsibilities

For all Hardware covered by CDAR You will:

- Destroy the replaced defective Hardware at Your risk and expense and not return the defective Hardware to Cisco.
- Provide Cisco with a signed Certificate of Destruction within thirty (30) days of receipt of the replacement Product.

4. Additional Information

- For non-CDAR qualified customers, a drive retention option is available for purchase through [Smart Net Total Care](#).