



Cisco Meraki RMA Only Service

Service Description

Overview

Cisco Meraki RMA Only Service

This is an optional add-on hardware replacement service for existing Cisco Meraki customers with active licenses.

Where available, Cisco will provide Advance Replacement for eligible Hardware. The RMA Only option provides full unit replacement and optional onsite resources. This Service does not entitle Customer to receive any additional service delivery elements, which are delivered by the Software Support Service. The RMA Only option is only available for purchase in those instances where an existing software support service contract is in place.

Note: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions. (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Cisco Branded Service

Cisco Meraki RMA Only Service is a Cisco Branded Service.

- **Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement with Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco.
- **Sale via Cisco Authorized Channel.** If you have purchased these Services through a Cisco

Authorized Channel, this document is for description purposes only; it is not a contract between you and Cisco. The contract, if any, provided by your Cisco Authorized Channel, governing the provision of this Service will be the one between you and your Cisco Authorized Channel. All capitalized terms not defined in the Supplemental Glossary of Terms at the end of this document have the meaning ascribed in the Glossary of Terms in the Related Documents above.

For a copy of this or any other Cisco service descriptions, go to: www.cisco.com/go/servicedescriptions.

<http://www.cisco.com/go/servicedescriptions/>

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Cisco Responsibilities

Cisco shall provide the various Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Advance Replacement services are subject to geographic and weight restrictions depending upon Customer's location.

- Customer must check availability by accessing Cisco's Service Availability Matrix at: <http://tools.cisco.com/apidc/sam/search.do>.
- Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2010). All other Advance Replacement will be shipped Delivered At Place (DAP) (Incoterms 2010), exclusive of any import duties, taxes and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Customer's expense. Cisco will provide Customer with Advance Replacement(s) that are either new or equivalent to new.
- Cisco shall use commercially reasonable efforts to provide Customer with Hardware replacement services where available.

RMA Service Levels:

RMA Service Level	Description
24x7x2	Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.
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.

8x5xNext Business Day	<p>Where Next Business Day delivery is available, 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 have 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.</p> <p>Where Next Business Day delivery is not available, same day shipping will be provided. Under same day shipping, Advance Replacement will ship from the serving depot location that same Business Day, provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. Determinations that occur after 3:00 p.m. Depot Time will be shipped the following Business Day.</p>
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RMA Service Level Includes Onsite Support	Description
Onsite Support 24x7x2	Two Hour Response for Remedial Hardware Maintenance, twenty-four (24) hours per day, seven (7) days per week, including Cisco observed holidays.
Onsite Support 24x7x4	Four Hour Response for Remedial Hardware Maintenance twenty-four (24) hours per day, seven (7) days per week including Cisco observed holidays.
Onsite Day Support 8x5xNext Business	Next-business-day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Depot Time provided Cisco's determination that onsite Service is required has been made before 3:00 p.m. Depot Time the prior day (otherwise, second Business Day will be provided for calls placed after 3:00 p.m. Depot Time). Where Next Business Day delivery of the parts is not available, same day shipping will be provided. Cisco will provide onsite support upon arrival of the parts.

Customer Responsibilities

Cisco assumes that Customer will:

- Contact Cisco Meraki Technical Support via customer's instance of Meraki Dashboard, or other methods listed on <https://meraki.cisco.com/support/>.
- Provide thirty (30) days' Notice to Cisco of any requested addition(s) to Customer's Equipment List.
- Notify Cisco, using <https://www.cisco.com/cisco/psn/web/workspace>, of Product on the Equipment List which Customer has moved to a new location within thirty (30) days of such relocation. Please be aware that the Services will be provided to Customer beginning thirty (30) days after receipt of Customer's notification.
- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- Provide valid and applicable serial numbers for all Product problems and issues reported to Cisco or where Customer is seeking information from Cisco in connection with Product use. Cisco may also require Customer to provide additional information in the form of location of the

Product, city location details and zip code information.

- Defective parts must be returned within ten (10) calendar days of the ship date of the replacement part(s) if requested by Cisco. For defective parts that have not been returned within thirty (30) calendar days after shipment of the replacement parts, Cisco reserves the right to charge liquidated damages equivalent to the full list price of the parts not returned in accordance with Cisco's return materials authorization (RMA) procedure located at www.cisco.com.
- If Cisco requests defective parts be returned, customer may schedule a pickup of authorized returns at no additional charge using Cisco's Product Online Web Returns (POWR) tool located at www.cisco.com.
- Customer is responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made. <http://www.cisco.com/>
- Cisco is not obligated to support as defined under Services Not Covered.
- Customer should review receipt notification to confirm the failed Hardware and quantity of product received by Cisco.
- Customer agrees to assist Cisco in troubleshooting failed Hardware down to the FRU level prior to initiating the RMA procedure.
- Provide an appropriate work environment and reasonable access, working space including heat, light, ventilation, electric current and outlets, and local telephone extension (or toll free domestic and international access to Cisco) for the use of Cisco's service personnel in the Product's physical location.
- Ensure all Products are installed below ten (10) feet. For Products installed above four (4) feet, provide ladders that reach the height of the Product.
- If Cisco has announced the End of Sale for the model number of a failed hardware unit, then Cisco may replace the failed unit with the successor product identified on the End of Sale Notice.
- Provide Cisco with the name of a point of contact prior to delivery of equipment by Cisco's personnel.
- Provide internet access onsite for the purpose of troubleshooting by Cisco's onsite personnel.
- Provide safety and security protection of Cisco's personnel or its subcontractors for your unmanned sites.

Supplemental Glossary of Terms

Term	Definition
Onsite Support	Field Engineering is dispatched to the location to support replacement of the part.