

China Return Instructions



Due to country regulations, the below instructions are required for all returns coming from this region.

- For the **Normal RMA(Non-DOA)** return, customer should use their appointed forwarder to ship the RMA items back to JIULI Shenzhen by shipping terms of **Delivered at Place (DAP)**

Important Notice

- Please use Cisco original packing to return the physical RMA(goods),if the original packing is not available, customer need to stick the correct RMA and SO/SS label on the package .
- Return RMA need to match the original SO/SS, if the RMA SO/SS does not match with the physical goods, customer need to apply new RMA with correct SO/SS.
- The S/N of the physical must match with the original SO/SS S/N.

If the physical goods cannot match the above requirement,JIULI can deny the receiving .

- For the **DOA RMA (RMA with Replacement)** return, customer has an option to ship the RMA items back to JIULI China via Cisco appointed forwarder. Customer can use the POWR 2 to raise pickup request.

POWR 2 : <http://www.cisco-global-returns.com/rmlogin.do;jsessionid=070D958EE10D860F712800D952508E2F>

Important Notice

- Please use Cisco original packing to return the physical RMA(goods),if the original packing is not available, customer need to stick the correct RMA and SO/SS label on the package .
- Return RMA need to match the original SO/SS, if the RMA SO/SS does not match with the physical goods, customer need to apply new RMA with correct SO/SS.
- The S/N of the physical must match with the original SO/SS S/N.

If the physical goods cannot match the above requirement,JIULI can deny the receiving .

- Customer should also send the following documents to Reverse Logistics team and their forwarder at e-mail: wwrl-doa-pickup-apac@external.cisco.com for shipment process.
 - a) Pro-forma Invoice and Packing List (see below requirement)
- Before arranging any return shipment to JIULI China, sending a pre-alert (Proforma invoice copy or packing list copy) to cnrl-szops@external.cisco.com

**** Attention **** Except for services RMAs, all returns requests involving RVAT (Red Letter VAT) have to be requested within 8 months from the products imported date (The 8 months included the transportation time from Customer to RMA depot (JIULI) in Shenzhen China or JIULI pick-up time from Customer)

Documents must be complied with the following details:

- The Proforma invoice must be printed on customer's company letterhead with company logo and address and properly stamped and signed
- Ship-to Address:

Shenzhen Jiuli Supply Chain Co., Ltd.
Floor 4, Building 1,
JiuLi Digital Technology Park, 262 Dong
Feng Road, Jiu Xiang Village, Qing Xi Town,
Dongguan, P.R.China

+86-769-87339792
Jiuli Cisco Project Logistics Team

- Clearly indicate the following information in the body of the invoice:
 - RMA number and RMA Type (Type= HWW, OBS etc) clearly indicated
 - Shipper's name and address.
 - Cisco part number and descriptions for each item (to include configured part number) clearly indicated.
 - Serial number for each serialized product/item
 - Return quantity of each part item
 - Country of Origin for each part item
 - Export value of each part item

Once the confirmation is received from JIULI China, below are the next steps to be taken:

Prepare shipment and place booking with carrier

Following documents are required at this stage:

- **Packing List – Following details are to be complied**
 - a. RMA number and RMA Type (Type= HWW, OBS etc)
 - b. Cisco part number for each item (to include configured part number) and descriptions
 - c. Serial number for each serialized product/item
 - d. Return quantity of each part item

- e. Number of cartons or Pallets
- f. Weight of the shipment rounding up to the nearest kilogram
- g. Volume of the shipment rounding up to the nearest cubic meter

- **Transport Bills**

- a. Showing the RMA number and RMA Type (Type=HWW, OBS etc) with total number of carton/pallets

Shenzhen Jiuli Supply Chain Co., Ltd.
Floor 2, block 4,
Li Lang technology park, 118 Ping Ji avenue,
Long Gang district, Shenzhen, P.R.China
518116
+86-755-28302355、 +86-755-84526027
Jiuli Cisco Project Logistics Team

- b. Shipper's name and address: same as the one provided in Proforma invoice
- c. Notify Party : Same as Consignee
- d. Freight Terms: Freight Prepaid, DAP (**Delivered at Place**)
- e. Other charges: Origin and Destination Charges Prepaid by Shipper

Packaging

- a. Information required on the outside of each box:

- RMA number, Part Number and Packed Quantity
- Country of Origin. If no origin is on the pack-out label, customer is required to affix a label reading "Made in _____" and add the origin of the product.
- Mark Box no. of the total number of boxes (Box 1 of 3)

- b. Information required on each pallet

- Copy of Proforma Invoice and Packing List
- Mark Pallet no. of the total number of pallets (Pallet 1 of 3)

- c. Other Packaging Requirement:

- Products must be packaged securely to prevent shipping damage
- If feasible, use Cisco original packaging to repack the product for return
- If multiple parts are packed in one box, the part must be protected using packaging foam, bubble wrap or a static bag
- Customer shall refer to "Cisco Pallet-Container Packaging Guideline" for detailed packaging requirement

Advance Shipment Notice and Proof of Delivery

Send e-mail to: cnrl-szops@external.cisco.com with following attachments:

- Copy of Proforma invoice
- Copy of Packing List
- Copy of the transport bill detailing:
 - Courier Consignment Note: Courier Consignment Note # and dispatch Date

Note: It is recommended customer to obtain the Proof of Delivery (POD) from your own freight forwarder to verify if the shipment has been cleared and delivered



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