

Indian 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 Expeditors India by shipping terms of **Delivered at Place (DAP)**
- For the **DOA RMA (RMA with Replacement)** return, customer has an option to ship the RMA items back to Expeditors India via Cisco appointed forwarder. Customer can use the POWR 2 to raise pickup request.
POWR 2 : <http://www.cisco-global-returns.com/rmalogin.do;jsessionid=070D958EE10D860F712800D952508E2F>
- Customer should also send the following documents to Reverse Logistics team and their forwarder at e-mail : 99i-dta-eirlops@external.cisco.com for shipment process.
 - a) Packing List
 - b) Delivery challan
 - c) E-waybill
- Before arranging any return shipment to Expeditors India, sending a pre-alert is essential.
Expeditors India: 99i-dta-eirlops@external.cisco.com

Documents must be complied with the following details:

- Delivery Challan must be printed on customer's company letterhead with company logo and address and properly stamped and signed.
- E-waybill for movement of material
- Ship-to Address:

Cisco Commerce India Pvt Ltd C/o
Expeditors International India Private Limited, A warehouse,
Gopika Vishnu Compound, Mumbai Nashik Highway NH3,
Borivli Tarfe Sonale Village, Tal. Bhiwandi, District Thane – 421302
Contact Name: EI Cisco DTA Reverse Logistics Team
Contact Number: +91 22 4291 1196, +91 2135-636714

- Clearly indicate the following information in the body of the delivery challan
 - 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 Expeditors India, 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
 - 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
- **Delivery Challan**

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 Delivery Challan 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

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- 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: Expeditors India with following attachments:

Expeditors India: 99i-dta-eirlops@external.cisco.com

- Copy of Proforma invoice
- Copy of Packing List
- Copy of Delivery challan
- 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

Warehouse Working hours (Material receiving)

Monday – Saturday 10:00 AM – 6:00 PM (Excluding public holiday's)

Cisco transport partner pick-up schedule (DOA)

Monday – Saturday 10:00 AM – 6:00 PM (Excluding public holiday's)