

Indian Return Instructions – FTWZ Orders (India)



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 DB Schenker India- FTWZ warehouse at Chennai by shipping terms of **Delivered at Place (DAP)**
- For the **DOA RMA** return, customer has an option to ship the RMA items back to DB Schenker India FTWZ Warehouse - Chennai 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>
- Customer should also send the following documents to Reverse Logistics team and their forwarder at e-mail : 98i-ftwz-dbsrlops@external.cisco.com for shipment process.
 - a) RMA Invoice & Packing list
 - b) SEZ/STPI/FTWZ Zone Permission
 - c) E-waybill as applicable
- Before arranging any return shipment to DB Schenker – FTWZ Warehouse Chennai, India, sending a pre-alert is essential.

DB Schenker: 98i-ftwz-dbsrlops@external.cisco.com

Documents must be complied with the following details:

- The RMA Invoice must be printed on customer's company letterhead with company logo and address and properly stamped and signed

- Ship-to Address:

Schenker India Private Limited – FTWZ
A/c: Cisco Commerce India Private Ltd.
C/o J Matadee Free Trade Zone Mannur, Unit No.27-28
Valarpuram Village Perambakkam Road Sriperumbudur
Kanchipuram, 602105 Tamilnadu India
Contact Name: DBS Cisco FTWZ Reverse Logistics Team
Contact Number : +91-9994586568

- Clearly indicate the following information in the body of the RMA 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 DB Schenker India, below are the next steps to be taken:

Prepare shipment and place booking with carrier

Following documents are required at this stage:

- **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 RMA 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
- **RMA Invoice & packing list– Following details are to be complied**
 - a. Custom approved RMA Invoice & PL
 - b. RMA number and RMA Type (Type= HWW, OBS etc)
 - c. Cisco part number for each item (to include configured part number) and descriptions
 - d. Serial number for each serialized product/item
 - e. Return quantity of each part item
 - f. Number of cartons or Pallets
 - g. Weight of the shipment rounding up to the nearest kilogram
 - h. Volume of the shipment rounding up to the nearest cubic meter

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.

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- Mark Box no. of the total number of boxes (Box 1 of 3)
- b. Information required on each pallet
- Copy of RMA 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: DB Schenker India with following attachments:

DB Schenker: 98i-ftwz-dbsrlops@external.cisco.com

- Copy of RMA Invoice
- Copy of Packing List
- Copy of SEZ/STPI/FTWZ Zone Permission
- 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)



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