South Korea 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 Korea 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, Expeditors Korea can deny the receiving.

- For the **DOA RMA (RMA with Replacement)** return, customer has an option to ship the RMA items back to Expeditors Korea 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

  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, Expeditors 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 Expeditors Korea, sending a pre-alert (Proforma invoice copy or packing list copy) to skrl-whops@external.cisco.com

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:

  Expeditors Seoul Branch, Korea
  KMTC warehouse.
  35-26, Arayuk-ro 58beon-gil, Gochon-eup, Gimpo, Korea
  ATTN : KIM, YUN SOO
  02-788-9612
  Cisco-ds-sel@expeditors.com
  Expeditors Cisco Project Reverse 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 Expeditors Korea, 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

  Expeditors Seoul Branch, Korea

KMTC warehouse.
35-26, Arayuk-ro 58beon-gil, Gochon-eup, Gimpo, Korea

031-8049-0886
Cisco-ds-sel@expeditors.com
Expeditors Cisco Project Reverse 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: skrl-whops@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
  - Air Shipment: HAWB#, flight # and flight 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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