

Takeback Incentive: Certificate of Non-use/Destruction Form

Updated April 2022

Note: Prior to completing this form, you must have requested and received your trade-in Return Materials Authorization (RMA) number. You will receive a trade-in RMA notification email after purchase and shipment of your new Cisco products.

Certificate definitions

Decommissioned: trade-in products have been removed from a network, stored, and no longer in use; decommissioned Cisco products require a Certificate of Non-use (CoN).

Destroyed: trade-in products have been deemed inoperable, unrecoverable, and no longer usable; destroyed Cisco products require a Certificate of Destruction (CoD).

Required information

Please complete all required information fields. If a section is not applicable, type “N/A” into the field. Do not delete any of the included fields.

Which certificate is required? <i>Certificate of Non-use (CoN) or Certificate of Destruction (CoD)</i>	
Date <i>(MM/DD/YYYY)</i>	
Customer company name	
Customer address	
RMA number <i>(Example: 900000001)</i>	
Trade-In quote number <i>(Issued and located in CCW on your booked deal)</i>	

Reason for Certificate of Non-use/Destruction

Please provide the reason for CoD or CoN (select all that apply).

<input type="checkbox"/>	Government equipment
<input type="checkbox"/>	Financial institution equipment
<input type="checkbox"/>	Customer data privacy issue

Trade-in product information

You must provide a complete list of Cisco trade-in products to be decommissioned (CoN) or destroyed (CoD) for the RMA number in .xls or .xlsx format. [Download the Excel template.](#)

NOTE: Each Cisco product listed must include its serial number. Any item listed without a serial number will be considered ineligible for this process and expected to be returned to Cisco.

Partner information

I, the undersigned, do certify that the trade-in equipment referenced and listed (as indicated above) will be decommissioned (CoN) or destroyed (CoD) and will be replaced with Cisco products.

Company name	
Name of individual submitting this form <i>(Please print or type)</i>	
Title	
Email	
Business telephone number	
*Signature	

*Signature indicates acceptance of the Certificate of Non-use/Destruction Terms & Conditions located on the last page.

What's next?

1. Open a case with the Returns team at cisco.com/go/cs.
 - a. When opening a case, search RMA Return Support and select RMA Closure
 - b. Make sure to attach the following documents to your case:
 - i. This completed and signed Takeback Incentive CoN/CoD form
 - ii. Complete list of trade-in products with serial numbers in approved [Cisco template](#).

Questions? Reference the [Trade-In Product Returns information page](#)

Terms and Conditions

Certificate of Non-Use (CoN)

Decommissioned: trade-in products have been removed from a network, stored and no longer in use.

Declarations

1. All traded-in equipment listed as decommissioned will be audited and tracked by serial number to ensure successful decommission of all products. Once successfully deemed decommissioned by Cisco, the products will be removed from any active Cisco service contracts and ineligible for service coverage.
2. If it is ever determined that these products are being used for any reason, the associated partner and/or end customer will be responsible for the payment of any Cisco credited amounts.

Certificate of Destruction (CoD)

Destroyed: trade-in products have been deemed inoperable, unrecoverable, and no longer usable.

Declarations

1. All traded-in equipment listed as destroyed will be audited and tracked by serial number to ensure successful destruction of all products. Once successfully deemed destroyed by Cisco, all products will be removed from any active Cisco service contracts and ineligible for service coverage.
2. If it is ever determined that these products are being used for any reason, the associated partner and/or end customer will be responsible for the payment of any Cisco credited amounts.

CoN and CoD Declarations

1. Customers, partners, and their recycling/storage subcontractors shall comply with all environmental and other regulations applicable to the storage of the trade-in materials under this Agreement.
2. Customers, partners, and their recycling/storage subcontractors shall be responsible for compliance with all laws or regulations, will be liable for all consequences resulting from noncompliance with laws or regulations, and shall indemnify and hold Cisco harmless for any such consequences.
3. Cisco shall have the right to audit and inspect, without limitation, any and all customer, partner, or recycling/storage subcontractor facilities, records, and stored trade-in materials relating to this Agreement. Supplier shall provide Cisco or its representatives conducting such audit such assistance and access to the facilities, records, stored trade-in materials, and relevant supplier representatives as reasonably requested.
4. When using CoN/CoD, the partner must open a case at cisco.com/go/cs and upload this completed form and MS Excel spreadsheet for the CoN/CoD to be accepted and processed. *(Note: When opening a case, search RMA Return Support and select RMA Closure.)*



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