

# Cisco Enhanced Limited Lifetime Hardware Warranty Terms

The following are special terms applicable to your hardware warranty. Your formal warranty statement, including the warranty applicable to Cisco® software, appears in the *Cisco Information Packet* that accompanies your Cisco product.

**Duration of Hardware Warranty:** As long as the original end user continues to own or use the product. In the event of discontinuance of product manufacture, Cisco warranty support is limited to five (5) years from the announcement of discontinuance.

**Replacement, Repair or Refund Procedure for Hardware:** Where available, Cisco will use commercially reasonable efforts to ship a replacement for next business day delivery provided Cisco's determination of the hardware failure has been made before 3 p.m. depot time. Otherwise, a replacement part will be shipped the same business day. If a request is made after 3 p.m. depot time, Cisco will ship the advance replacement on the next business day. Actual delivery times will vary by customer location. Taxes and duties may apply and will be borne by the recipient of the replacement part. Refer to the link below about delivery availability:

[www.cisco.com/en/US/prod/services\\_genericcontent\\_warranty.html](http://www.cisco.com/en/US/prod/services_genericcontent_warranty.html)

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

**To Receive a Return Materials Authorization (RMA) Number:** Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

**Complete the form below and keep for ready reference.**

|                                  |  |
|----------------------------------|--|
| Product purchased from:          |  |
| Their telephone number:          |  |
| Product Model and Serial number: |  |
| Maintenance Contract number:     |  |

**Technical Assistance:** Cisco Enhanced Limited Lifetime Hardware Warranty includes access to technical support during local business hours, 8 hours per day, 5 days per week. This support is available for a period of ninety (90) calendar days from the date of purchase of the Cisco product.

Product warranty terms and other information applicable to the products may be located at the following URL:

[www.cisco.com/go/warranty](http://www.cisco.com/go/warranty)

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[www.cisco.com](http://www.cisco.com)



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