Cisco's Return Material Authorization (RMA) Instructions

RMA electronic document in full: http://www.cisco.com/en/US/docs/rma/3582.html

Packaging Guidelines

- Write the RMA number on the outside of each returned box.
- Reuse the original packaging material to return electronic parts, and ensure that parts are placed in ESD bags and waterproofed, if applicable.
- Pad corners of the chassis and any boards, components, or other fragile parts with foam or paper. Please treat the return as you would expect us to treat products sent to you. Avoid strapping a chassis to a wooden pallet with little or no protection.

Return Guidelines

- RMAs returned under a service maintenance contract: Please return parts within 10 days of receipt of replacement parts. Cisco reserves the right to invoice for non-returned product at the current list price. If you are unable to return the parts within this timeframe, please contact Asset Recovery for an approved extension.
- RMAs returned for credit: Please return parts within 30 days after RMA creation. If you are unable to return the parts within this timeframe, contact Asset Recovery for an approved extension. Products returned should be new and unused. Any product returned on a Return with Credit RMA, in used condition, is subject to invoice at the current list price. Products should be returned for Return with Credit RMAs using an issued RMA number, which begins with a two or three, and contains seven digits. Awaiting Authorization (AA) numbers are temporary tracking numbers generated from the Returns Tool (Online Return with Credit customer request submittals). Products should not be sent back to Cisco under these tracking numbers because the return has not been authorized. You are responsible for all return shipping costs and customs duties.
- RMAs returned for replacement: Please return parts within 15 days after RMA creation. Products should be returned using an issued RMA number. You are responsible for all return shipping costs and customs duties.

Theatre/Country Return Instructions

Please return your RMA to the address listed in the "Return Address" field of the RMA/Service Order Status Tool (SVO). If you are unable to access SVO, please use the appropriate country depot listed below.

Service RMA Return Locations

- Product Online Web Returns (POWR) tool: www.cisco.com/go/logistics.

Cisco Systems, Inc.

The POWR tool is a Web-based application designed to schedule the pickup of your Service RMA and direct that return to the appropriate Cisco return location with speed and accuracy. POWR offers the added advantage of auto-updating Cisco Systems, Inc. with your return information, which stops automated email reminders. A Cisco.com password is not required.

- Manual paper waybill

Provided paper waybills may be used in the instance of no Web or printer access. Please complete all requested information and note the RMA number in the Reference Number field.

Service Return Locations

This section contains information on return locations in the United States.

Solectron, CA
C/O Cisco Systems, Inc.
890 Yosemite Drive Bldg. 14
Receiving Dock R9
Milpitas, CA 95035

Cisco Systems, Inc.
C/O Selectron Service Operations
9500 Metric Blvd.
Suite 200
Austin, TX 78758

Teleplan Intl.
C/O Cisco Systems, Inc.
8875 Washington Blvd. Ste. B
Receiving Dock 149
Roseville, CA 95678

Jabil Global Services
C/O Cisco Systems, Inc.
2007 Gandy Blvd.
Bldg. D, Dock U
St. Petersburg, FL 33702

Service Asset Recovery Contacts

Email: asset-recovery@cisco.com
Phone: 1 800 800-1180 ext. 67284 or 408 526-7284

Fax: 408 526-5533

Non-Service Asset Recovery Contacts

Email: wwrl-nam-returns@cisco.com

Viewing of Return Status

If you are a registered Cisco customer, you can view the status of your RMA via the RMA/Service Order Status Tool (SVO) at the following URL:

http://www.cisco.com/cgi-bin/front.x/agents/svo_tools/SVOStatusDispatcher