

Warranty Update on Cisco Catalyst 3560-E and Catalyst 3750-E

PB534508

Effective May 1, 2009, Cisco is offering a limited lifetime hardware warranty on the Cisco® Catalyst® 3560-E and Catalyst 3750-E Series Switches.

To accommodate recent customer purchases of these products, Cisco Catalyst 3560-E and Catalyst 3750-E Series Switches purchased up to 30 days before May 1, 2009 will also be covered by a Cisco limited lifetime hardware warranty. For more information, refer to http://www.cisco.com/en/US/docs/general/warranty/English/LH2DEN_.html.

Products purchased before these dates are covered by a Cisco 90-day limited hardware warranty. For more information, refer to http://www.cisco.com/en/US/docs/general/warranty/English/901DEN_.html.

Cisco Limited Lifetime Hardware Warranty

A Cisco product hardware warranty is supported for as long as the original end user continues to own or use the product, provided that the fan and power supply warranty is limited to 5 years. In the event of a discontinuance of product manufacture, the Cisco warranty support is limited to 5 years from the announcement of the discontinuance.

Replacement, Repair, or Refund Policy for Hardware

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 10 working days after receipt of the return materials authorization (RMA) request. Actual delivery times can vary depending on the customer location.

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

Q&A

Q. What is changing?

A. In response to market and customer requirements and as part of our continuing efforts to address customer feedback as their needs evolve, Cisco is extending the warranty period for Cisco Catalyst 3750-E and Cisco Catalyst 3560-E series switches from the previously offered 90-day warranty to a limited lifetime warranty (LLW).

Q. When will these changes be effective?

A. Changes will be effective on May 1, 2009:

- The Cisco Catalyst 3560-E and 3750-E Series Switches warranty will change from a 90-day warranty to a limited lifetime warranty effective May 1, 2009.
- To accommodate recent orders, any products purchased within 30 days prior to May 1, 2009 will have the limited lifetime hardware warranty.

Q. Are the changes in warranty retroactive?

A. The changes are not retroactive, and customers' hardware will continue to stand under the terms of warranty under which they shipped, with the exception of those purchased within 30 days prior to the May 1, 2009 effective date.



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