

Cisco Limited 5 Years RFR (Return for Repair) Hardware Warranty

The following are special terms applicable to your SP Video, Transport and Access hardware warranty. Your formal Warranty Statement appears in the *Cisco Information Packet* that may accompany your Cisco product. Your formal Warranty Statement may also appear in the agreement between you and Cisco or can be obtained by visiting Cisco's warranty website located at www.cisco.com/go/warranty.

Duration of Hardware Warranty: Five (5) Years

Replacement, Repair or Refund Procedure for Hardware:

Cisco or its service center will use commercially reasonable efforts to repair or replace the defective product, at Cisco or its service center's sole option, and ship the repaired or replacement part, as applicable, for delivery within thirty (30) working days after receipt of the defective product at Cisco's site. Actual delivery times of the repaired or replacement products may vary depending on Customer location.

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:	

Product warranty terms and other information applicable to Cisco products are available at the following URL:

<http://www.cisco.com/go/warranty>

Consult the above website or your Cisco Sales and Service Representative for a complete listing of Cisco products and applicable warranties.

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