

Cisco Limited 5-Year Hardware and 5-Year Software Warranty Terms¹

The following are special terms that apply to your Optical hardware and software warranty during the warranty period. Your formal Warranty Statement appears below and in the *Cisco Information Packet* that accompanies your Cisco product.

Hardware Warranty Duration: Five (5) Years

Software Warranty Duration: Five (5) Year

Hardware Replacement, Repair, or Refund Procedure: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery within fifteen (15) working days after receipt of the defective product at Cisco's site. Actual delivery times of replacement products may vary depending on Customer location.

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

Software: Cisco warrants that commencing from the date of shipment to Customer (but in case of resale by an authorized Cisco reseller, commencing not more than ninety (90) days after original shipment by Cisco), and continuing for a period of five (5) years: (a) the media on which the Software is furnished will be free of defects in materials and workmanship under normal use; and (b) the Software substantially conforms to its published specifications.

For defective hardware or software: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact the Technical Assistance Center at 1-877-323-7368.

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.

1. The Cisco Limited 5-Year Hardware and 5-Year Software Warranty is available only to qualified World Wide Service Providers which Cisco defines as owners and operators of the world's collection of voice-oriented Public Switched Telephone Networks (PSTNs).

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