

Cisco Small Business Product 5-Year Limited Hardware Warranty Terms

The following are terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears below and in the *Cisco Information Packet* that accompanies your Cisco product.

Duration of Hardware Warranty: Five (5) Years

Duration of Phone Support: One (1) year (Local Business Hours)

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery upon receipt of the defective product at Cisco's site. The replacement part will be shipped via ground shipping with shipping charges prepaid. Actual delivery times 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.

78-18853-01C0

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