

# Cisco Small Business Pro Limited 5-Year Hardware Warranty Terms

For Cisco Small Business Pro Switch support and important additional warranty information, please visit the Cisco Small Business Support Community at [www.cisco.com/go/smallbizsupport](http://www.cisco.com/go/smallbizsupport).

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:** Ninety (90) Days (Local Business Hours)

**Replacement, Repair or Refund Procedure for Hardware:** Cisco or its service center will use commercially reasonable efforts to ship a replacement for next business day delivery, where available. Otherwise, a replacement will be shipped within ten (10) working days after receipt of the RMA request.

See [www.cisco.com/go/smallbizsupport](http://www.cisco.com/go/smallbizsupport) for details about delivery availability.

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:

[www.cisco.com/go/warranty](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.

**Americas Headquarters**

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