

Cisco Limited 1-Year Hardware and 1-Year Software Warranty Terms

The following are special terms that apply to your hardware and software warranty as well as services you may use during the warranty period. Your formal Warranty Statement appears in the *Cisco Information Packet* that accompanies your Cisco product.

Hardware Warranty Duration: One (1) Year

Software Warranty Duration: One (1) 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 ten (10) working days after receipt of the RMA request.. 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 one (1) year: (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.

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

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

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706 USA
www.cisco.com



Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

© 2011 Cisco Systems, Inc. All rights reserved.