

Cisco Limited 5-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: Five (5) Years

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 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.

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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