



CISCO POLICY

NON-ENTITLEMENT TO CISCO WARRANTY AND SERVICE SUPPORT OF SCRAPPED CISCO PRODUCTS

INTRODUCTION

The integrity of a customer's network is of paramount importance. Cisco's ability to properly support customer networks is premised on the basis that the Cisco products and related software in such networks comprise genuine products/software that have not been destroyed, stolen or otherwise constitute scrapped materials. The following policy is intended to capture this key premise. This policy is subject to change at any time and without notice.

A. Objective:

This policy sets forth the invalidity of warranty and service support for any Scrapped Product. This policy is intended to support and be consistent with other relevant Cisco policies, such as those regarding Cisco trademarks and copyright materials, software licensing, destroyed, non-genuine, and stolen products, channel partner direct and indirect programs that authorize Cisco channel partners to sell legitimate and genuine Cisco products and services, and any other Cisco policies referenced in this policy.

B. Scope:

This policy applies globally.

C. Definitions:

"Scrapped Product" means any Cisco product that has reached the end of its useful life or which, for quality control or other reasons, Cisco determines should become waste and is designated for, or actually is, disposed.

D. Policy:

1. **Warranties.** Cisco does not provide any kind of warranty support whatsoever for Scrapped Products. None of Cisco's written warranties (as set forth at http://www.cisco.com/en/US/products/prod_warranties_item09186a00800b546d.html or elsewhere) applies to any Scrapped Products.
2. **Services.** Cisco does not offer for sale or otherwise any kind of services whatsoever for Scrapped Products. None of Cisco's service offerings (as set forth on any of Cisco's price lists) applies to any Scrapped Products.
3. **Any and all service contracts and/or hardware or software warranty obligations pertaining to Scrapped Products are void.** Upon Cisco's discovery of any Scrapped Products, Cisco shall immediately terminate any and all associated services and/or warranty support for such Scrapped Products, and pursue other available legal remedies.
4. **Refurbished Equipment.** Cisco does not offer services, or authorize or endorse any third party, to refurbish any Scrapped Products. Cisco's Authorized Refurbished Equipment Program (found at http://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html) and related software licensing (found at http://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_software_transfer_and_licensing_overview.html) do not apply to any Scrapped Products. Hence, sections D(1) and (2) above are equally applicable to Scrapped Products that have been subjected to any type of refurbishment efforts.

5. **Inspections.** Cisco does not offer, authorize or endorse any kind of used equipment inspection or recertification for Scrapped Products.
6. **Return Material Authorizations.** Cisco does not accept Scrapped Products as a part of Cisco's Return Material Authorization ("RMA") process for Advanced Replacements. Scrapped Products sent to Cisco either directly or via a Cisco-authorized reseller shall not qualify as meeting Cisco's RMA requirements and may be subject to destruction.

E. Policy Implications:

1. Any hardware or software that has been identified as a Scrapped Product shall be appropriately identified in Cisco's databases as ineligible for any kind of warranty or service support whatsoever.
2. Any warranty or service support for a Scrapped Product is void.
3. Cisco assumes no obligation or liability whatsoever for Scrapped Products.
4. If, per Cisco's Advanced Replacement services and warranty support, a customer receives a replacement product from Cisco and then returns to Cisco a Scrapped Product (instead of the actual defective Cisco product for which the advanced replacement product was provided), Cisco retains the right to invoice the customer for the then-current list price for a genuine Cisco replacement product, and may take other actions, including, termination of the customer's support contract or pursue other available actions.
5. Cisco encourages the prompt removal of any and all Scrapped Products from customer networks in order to eliminate or reduce risks associated with keeping such Scrapped Products in the networks.



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