

Warranty Information

Cisco warrants every Cisco® Small Business (formerly Linksys®) product to be free from defects in material and workmanship under normal use for the warranty period that applies to the particular Cisco Small Business product you have purchased. To find the length of the warranty and other specific warranty details, including the scope of the Cisco Small Business warranty and limitations on Cisco's liability to you, refer to the "Warranty Information" section of your product's user guide.

Common Questions Regarding Warranty and Product Returns

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Where can I read the Cisco Small Business limited warranty?

The Cisco Small Business limited warranty is displayed in the product user guide. Refer to the guide for further information. Also, [Cisco warranty information can be accessed at](http://www.cisco.com/en/US/products/prod_warranties_listing.html#~additional_warranty) (hyperlink: http://www.cisco.com/en/US/products/prod_warranties_listing.html#~additional_warranty).

What are the warranty and technical support periods for Cisco Small Business products?

Table 1 shows warranty periods for Cisco Small Business products.

Table 1 Covered Products and Warranty Periods[[NOTE: Per Cisco style, we use actual product names rather than model numbers, which is what the table appears to use. Please either add product names in addition to model numbers or replace model numbers with product names.]]

Type of Product	Covered Models	Product Warranty Period
Unmanaged switches	SD2005 SD205 SD2008 SD208 SD216 SR2016 SR216 SR2024 SR2024C SR224 SR224G	Hardware: limited lifetime Fans and power supplies: 1 year

	SR224R SD208P	
Smart switches	SLM2005 SLM2008 SLM2024 SLM224G SLM224G4PS SLM224G4S SLM224P SLM2048 SLM248G SLM248G4PS SLM248G4S SLM248P	5 years*
Fully managed switches	SFE1000P SRW2008 SRW2008MP SRW2008P SRW208 SRW208G SRW208L SRW208MP SRW208P SRW2016 SFE2000 SFE2000P SGE2000 SGE2000P SRW224G4 SRW224G4P SRW224P SRW2024 SRW2024P SRW2048 SRW248G4 SRW248G4P SPS208G-G5 SPS224G4-G5	5 years*
Storage	NSS2000 NSS2050 NSS6000 NSS6100 NSS4000 NSS4100 NSS3000 NSS3100	3 years*
Routers and wireless	HGA7S, HGA9N, WAP200, WAP200E, WAP2000, WAP4400N, WET200, WRV200, WRV210, WAP4410N, WUSB200	3 years*

	RV016 RV042 RV082 RVL200 RVS4000 WRV210 WRV54G WRVS4400N Brad Sakai reviewing remaining	
Cameras, redundant power supplies, transceivers, and adapters	MFEFX1, MFELX1, MGBLH1, MGBSX1, MGBT1, RPS1000, WMP200, WPC200, WPC4400N, PVC2300 WVC200 WVC2300 WVC210 PVC300	3 years*

*Updated warranty periods and coverage are effective on products purchased after September 1, 2007.

Telephonic technical support for Cisco Small Business products will be provided for the first 12 months following the date of purchase by the original end-user purchaser, and thereafter all technical support calls will be subject to a fee at the then-current rate.

How do I return my Cisco Small Business product?

If you purchased your Cisco Small Business product from an authorized Cisco partner, contact the partner from which you purchased your product originally, and that partner will facilitate replacement.

If you purchased your Cisco Small Business product from a retail store, you might be able to return it to the place where it was purchased. Every store has a return time period. If you return your Cisco Small Business product within the time period designated by the retail store, online store, or other reseller (typically 30 days), you might receive store credit or reimbursement, depending on that reseller's policy on returns and exchanges. Cisco is not responsible for in-store returns or exchanges.

My Cisco Small Business product is not working, and the deadline for the reseller return policy has passed. What should I do?

Contact Cisco Technical Support. Click [here](#) to see Technical Support hours of operation and contact information.

How will Cisco Technical Support help me?

One of our professional technicians will work to resolve your issue and help get your Cisco Small Business product up and running. The Cisco technician will determine whether the difficulty is the result of the Cisco Small Business product, whether your product contains a defect, and whether your product is under warranty. If your problem cannot be resolved, Cisco Technical Support will provide a case number, which is used to create a return materials authorization (RMA) for the [warranty return](#) process. This number will enable you to return your merchandise to Cisco for a working product.

Do I need to send the box, manuals, disks, and power adapter when returning the product to Cisco?

Send only the defective unit and the power adapter. If your product includes a coupler or dongle, include these in your shipment. If your product is a kit and only one of the units is defective, put the model number of the particular unit you are shipping to Cisco on the RMA form.

Who is responsible for shipping?

To Cisco: Cisco Small Business customers are responsible for shipping the defective unit to Cisco, including brokerage, taxes, customs, and duties incurred.

From Cisco: Continental United States and Canada: Cisco will ship the replacement unit to you by UPS ground. **[NOTE: Give info for shipping from Cisco elsewhere in the world?]**

What is the turnaround time for Cisco to return a replacement product?

Cisco will ship a replacement product to the address you provide one to three business days after receiving and processing your defective product.

Can Cisco determine if my unit is under warranty from the product serial number or my registration of the product?

No. Your product warranty depends on when you purchased your unit and whether you have a proof of purchase (receipt, invoice, or packing slip). Cisco Technical Support requires your proof of purchase in order to verify your product is under warranty.

How do I upgrade my Cisco Small Business product?

Cisco does not offer refunds or product upgrades. Cisco will replace defective products under warranty for the same product only.

What is the procedure for a refund?

Refunds are provided by the Cisco Small Business reseller within the period of time the reseller allows. Cisco does not provide refunds. No exceptions.

If I am located near Cisco, can I return my product in person?

Cisco does not accept walk-ins. Cisco requires all returned merchandise to be shipped to Cisco. No exceptions.

Is damage from a thunderstorm covered under the Cisco Small Business warranty?

The Cisco Small Business warranty does not cover natural disasters. Cisco recommends you plug your product into a surge protector before use.

After my unit is replaced, does my warranty start all over?

No, your warranty continues from the original date of purchase.