



Cisco 300 Series Managed Switches Warranty Support

At-A-Glance

The Cisco® 300 Series Managed Switches (see Figure 1) have an enhanced limited lifetime hardware warranty and are supported by the Cisco Small Business Support Center. The information below describes the features of your warranty:

- Access to the Cisco Small Business Support Community
- One-year access to the Cisco Small Business Support Center during local business hours
 - Online Chat Support
 - Telephone Support
- Next-business-day hardware advance replacement, where available; otherwise Cisco will ship a replacement part for delivery upon receipt of the defective product at Cisco's site.
- Software bug fixes and maintenance updates

Figure 1. Cisco 300 Series Managed Switches



The warranty applies to the original owner (the individual who purchased the product for their own use) and is not transferable. For more information, see the [Cisco Small Business Product Enhanced Limited Lifetime Hardware Warranty Terms](#).

Small Business Support Community

The Cisco Small Business Support Community is a collaborative space for partners, customers, and Cisco to share their knowledge and expertise on small-business networking and communications. Many technical support questions have already been answered and are immediately available in the online knowledge base. If you have a new issue, you can get input from your online colleagues around the world. Visit www.cisco.com/go/smallbizsupport.

Online Chat Support

Cisco Online Chat Support provides live, real-time technical support through a web chat session with a Small Business Support Center engineer on Cisco Small Business products during local business hours.

This support is available during the first year of the Cisco 300 Series Managed Switch Warranty. Visit the [Cisco 300 Series Managed Switch Warranty](#) information on the Cisco Small Business Support Community.

Telephone Support

The Cisco Small Business Support Center provides customers and partners with telephone technical assistance on Cisco Small Business products during local business hours.

For information on contacting the Small Business Support Center, visit www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html

Next-Business-Day Hardware Advance Replacement

Next-business-day hardware advance replacement is available in the following countries:

North America	Europe	Asia-Pacific	Japan
<ul style="list-style-type: none">• United States• Canada	<ul style="list-style-type: none">• All European Economic Area (EEA) Member States*• Switzerland	<ul style="list-style-type: none">• Australia• New Zealand	

*Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, Estonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom

Where next-business-day delivery is available, Cisco will use commercially reasonable efforts to ship a replacement for next-business-day delivery, provided Cisco's determination of the hardware failure has been made before 3 p.m. depot time. If a request is made after 3 p.m. depot time, Cisco will ship the advance replacement on the next business day.

Where next-business-day delivery is not available, Cisco will use commercially reasonable efforts to ship a replacement part upon receipt of the defective product at Cisco's site. The replacement part will be shipped by ground shipping with shipping charges prepaid.

Please note that:

- Depot time means Central European Time for services provided in Europe-Middle-East and Africa, Australia's Eastern Standard Time for services provided in Australia, Japan's Standard Time for services provided in Japan, and Pacific Standard Time for services provided in all other locations.
- Destination country importation, compliance with United States export controls, and customs processes might condition actual delivery times. Shipments will be Delivered Duty Unpaid, Incoterms 2000 (DDU), except for shipment to and from the European Union, will be shipped Delivered Duty Paid, Incoterms 2000 (DDP), using Cisco's preferred carrier, freight prepaid by Cisco, excluding import duties, taxes, and fees, where applicable. Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

Figure 2. Product Serial Number Location



How to Receive a Hardware Replacement

To receive a warranty hardware replacement, please contact the party from whom you purchased the product. You will need the 11-character product serial number, which is located on the back panel label of the Cisco 300 Series Managed Switch (see Figure 2). You may also need proof of purchase to show start of warranty.

Software Maintenance Updates

Cisco will provide updates that maintain compliance of the software to the published specifications, release notes, or current industry standards.

These downloads are available at the Cisco website at www.cisco.com/go/software. To download software, you may be required to log in using your Cisco.com username and password. If you do not have a Cisco.com username, you can obtain one by clicking "Register" at the top of any page on Cisco.com.