

Warranty Information for Cisco Small Business Products

Cisco warrants every Cisco® Small Business (including formerly Linksys® Business) 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 technical documentation.

Common Questions Regarding Warranty and Product Returns

- Q.** Where can I read the Cisco Small Business limited warranty?
- A.** The Cisco Small Business limited warranty documentation is shipped with each product. For further information, refer to the technical documentation. Cisco warranty information can also be accessed at www.cisco.com/go/warranty (to locate the warranty for your specific product, see the Warranty Finder at www.cisco-servicefinder.com/warrantyfinder.aspx).
- Q.** How do I return my Cisco Small Business product?
- A.** 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.
- Q.** My Cisco Small Business product is not working, and the deadline for the reseller return policy has passed. What should I do?
- A.** Contact the Cisco Small Business Support Center. To see the Cisco Small Business Support Center hours of operation and contact information, visit www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html#csb.
- Q.** How will the Cisco Small Business Support Center help me?
- A.** Technical support by telephone for Cisco Small Business products will be provided for the first 12 months following the date of purchase by the original end-user purchaser (for most Cisco Small Business products purchased before September 22, 2010 and for all Cisco Small Business products purchased after September 22, 2010). One of our professional technicians will work to resolve your issue and help get your Cisco Small Business product up and running.

During the product warranty period, the Cisco technician will determine whether the difficulty is the result of the Cisco Small Business product and whether your product contains a defect. If the resolution to your problem

requires a hardware replacement, the Cisco technician will create a return materials authorization (RMA) for the warranty return process. This number will enable you to return your merchandise to Cisco for a replacement product.

Q. What other support resources are available?

A. 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. You can find answers to many technical and support questions in the Cisco Small Business Support Community. If you have a new issue, you can get input from your online colleagues around the world. Visit www.cisco.com/go/smallbizsupport.

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

A. Ship only the defective unit(s) that will be replaced by your RMA. Do not return manuals, disks, dongles, couplers, brackets, or mounting hardware.

Q. Who is responsible for shipping?

A. To Cisco: Cisco Small Business customers are responsible for shipping the defective unit to Cisco and for providing the appropriate export documentation, if required.

From Cisco: Cisco is responsible for shipping the replacement unit and will pay the associated shipping charges. Customers are responsible for brokerage fees, taxes, customs fees, and duties incurred, if any.

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

A. There are two types of warranties: return to factory (RTF, applicable to most Cisco Small Business products) and advanced replacement (applicable to a few Small Business products):

- For RTF, Cisco will ship a replacement product to the address you provide one to three business days after receiving and processing your defective product.
- For some Cisco Small Business products purchased prior to September 22, 2010 with 10-business-day advance replacement warranties, Cisco will ship the replacement product within the 10-day period. For advanced replacement, next business day (NBD), or same day ship (SDS), Cisco will ship the replacement the same day that the RMA is received before 2 p.m. local time.

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

A. 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.

Q. The Cisco Small Business Support Center is telling me that my Cisco Small Business product is covered by a different warranty than what is stated in the in-box technical documentation. Which is correct?

A. Your product warranty depends upon the warranty documentation shipped with your product and when you purchased your unit. In the event of a discrepancy, the Cisco Small Business Support Center will determine your warranty based upon your proof of purchase (for example, receipt, invoice, or packing slip), Cisco serial number, and warranty information. **As of September 22, 2010, several product families have changed to limited lifetime warranties. If you purchased one of these products that shipped prior to September 22, 2010, your product will have the original warranty.**

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- Q.** How do I upgrade my Cisco Small Business product?
- A.** Cisco does not offer refunds or product upgrades. Cisco will replace defective products under warranty for the same product only.
- Q.** What is the procedure for a refund?
- A.** Refunds are provided by the Cisco Small Business reseller within the period of time the reseller allows. Cisco does not provide refunds.
- Q.** If I am located near Cisco, can I return my product in person?
- A.** Cisco requires all returned merchandise to be shipped to Cisco. Cisco cannot process in-person returns.
- Q.** Is damage from a thunderstorm covered under the Cisco Small Business warranty?
- A.** The Cisco Small Business warranty does not cover natural disasters. Cisco recommends you plug your product into a surge protector before use.
- Q.** After my unit is replaced, does my warranty start all over?
- A.** No. Your warranty continues from the original date of purchase.
- Q.** What are the warranty and technical support periods for Linksys Business products?
- A.** To locate the warranty for your specific product, see the Warranty Finder at www.cisco-servicefinder.com/warrantyfinder.aspx.



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