Cisco RMA Only Service

Service Summary

This Service Description must be read in conjunction with How Cisco Provides Services, which is incorporated into this document by reference.

This is an optional add-on hardware replacement service for existing Cisco customers with active subscription licenses that include technical support services.

Where available, Cisco will provide Advance Replacement for eligible Hardware. The RMA Only option provides full unit replacement and optional onsite resources. This Service does not entitle Customer to receive any additional service delivery elements, which are delivered by the required TAC entitled subscription. The RMA Only option is only available for purchase in those instances where an existing subscription is in place.

Cisco Responsibilities

- Cisco shall provide the various deliverables described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

- Advanced hardware parts replacement, with onsite services as additional options availability varies by location, subject to geographic and weight restrictions depending upon Customer’s location. If Customer has not purchased an RMA Service Level, then no hardware replacement services will be provided.


- Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2010). All other Advance Replacement will be shipped Delivered At Place (DAP) (Incoterms 2010), exclusive of any import duties, taxes and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Customer’s expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. Cisco will provide Customer with Advance Replacement(s) that are either new or equivalent to new.

- Cisco shall use commercially reasonable efforts to provide Customer with Hardware replacement services where available.
### RMA Service Levels:

<table>
<thead>
<tr>
<th>Hardware Service Options</th>
<th>24x7x2</th>
<th>24x7x4</th>
<th>8x5x4</th>
<th>8x7xNext Calendar Day</th>
<th>8x5xNext Business Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>HW Only</td>
<td>Onsite</td>
<td>HW Only</td>
<td>Onsite</td>
<td>HW Only</td>
<td>Onsite</td>
</tr>
<tr>
<td>Advance Replacement of HW</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>RMA Service Level</td>
<td>2HR</td>
<td>2HR</td>
<td>4HR</td>
<td>4HR</td>
<td>NCD</td>
</tr>
<tr>
<td>RMA Installation</td>
<td>Self</td>
<td>Cisco Tech</td>
<td>Self</td>
<td>Cisco Tech</td>
<td>Self</td>
</tr>
<tr>
<td>Services Availability</td>
<td>7 days a week</td>
<td>Business Days</td>
<td>7 days a week</td>
<td>Business Days</td>
<td>Business Days</td>
</tr>
<tr>
<td>Includes Local Observed Holidays</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

**Onsite Support Option:** Customer can also opt to schedule the Field Engineer arrival. Please consult the [Onsite Field Engineer Duties](#) for further details.

- With 2hr and 4hr service levels; customer can schedule FE arrivals any hour of the day/week.
- With NCD and NBD service levels; FE arrival times are limited from 9:00 AM (earliest arrival time) to 5:00 PM (latest arrival time) and scheduling is only available the day(s) after the part arrival.

1. For 8x5x4 deliveries the RMA request must be created by 1:00pm Local Depot Time. For RMA requests after 1:00PM Local Depot Time, delivery will be the next Business Day.
2. For Next Calendar day and Next Business day delivery, the RMA request must be created by 3:00pm Local Depot Time for delivery on the next calendar day or Business Day. Exception: For United States and Canada, the RMA request must be created by 6:00pm Eastern Standard Time. In countries where Next Calendar day and Next Business day services are not available, Cisco will ship the RMA as a Same Day Shipment.
Customer Responsibilities

• Provide thirty (30) days notice of: (1) requested additions to Customer’s equipment list and (2) Products that have been moved to a new location. Services will be provided to Customer beginning thirty (30) days of receipt of such notification.

• Defective parts must be returned within ten (10) calendar days of the ship date of the replacement part(s). For defective parts that have not been returned within thirty (30) calendar days after shipment of the replacement parts, Cisco reserves the right to charge liquidated damages equivalent to the full list price (not discounted) of the parts not returned in accordance with Cisco’s return materials authorization (RMA) procedure located at www.cisco.com.

• Customer is responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made. It is important to return only the components for which replacements have been provided. Accessories and other modular components should be transferred to the replacement device and not included with the return item. Cisco is not responsible for excess items returned in error.

• Packages for replacement in accordance with this subsection shall be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees; however, customers under a current service maintenance contract for the replacement hardware or participating in Cisco’s Trade In program may be able to schedule a pickup of authorized returns at no additional charge using Cisco’s Product Online Web Returns (POWR) tool located at www.cisco.com.