

## Cisco Repair Services – Questions and Answers

**Q. How do I make a request for an RMA and/or if I have questions about the request process?**

**A.** You may contact your Support Representative at:

- By email:

US & Canada: [americas-lsc-spvtg@cisco.com](mailto:americas-lsc-spvtg@cisco.com)

Europe & Emerging Countries: [emear-lsc-spvtg@cisco.com](mailto:emear-lsc-spvtg@cisco.com)

Latin America (including Mexico): [latam-lsc-spvtg@cisco.com](mailto:latam-lsc-spvtg@cisco.com)

APAC: [apac-lsc-spvtg@cisco.com](mailto:apac-lsc-spvtg@cisco.com)

Japan: [japan-lsc-spvtg@cisco.com](mailto:japan-lsc-spvtg@cisco.com)

Greater China: [gca-lsc-spvtg@cisco.com](mailto:gca-lsc-spvtg@cisco.com)

- By phone: Country specific support numbers are listed at:

[www.cisco.com/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html)

**Q. What is the maximum number of units I can return in an RMA?**

**A.** The limit is 5000 units per RMA.

**Q. Do I need to return accessories such as power cord, installation CD, user guide, etc.?**

**A.** No, do not include any accessories when returning product for repair.

**Q. How can I determine if a product is covered under warranty or service contract?**

**A.** Your Channel Partner can provide the coverage status of the product with a valid serial number. If you have a direct purchasing relationship with Cisco you can query the Cisco Contract Support Center (CSCC) tool for a single serial number or multiple serial numbers.

**Q. What is “incident-based Flat Rate Repair” service?**

**A.** The incident-based flat rate pricing is a set price for the repair of the product which is out of warranty and is not covered by a service contract. The flat rate pricing includes the outbound freight costs. Please contact your Support Representative via the email aliases for more information on Flat Rate pricing.

**Q. Where do I return my products for repair?**

**A.** Please refer to your RMA Acknowledgement document for the return address.

**Q. How should I package equipment being returned?**

**A.** It is preferable that the original packing, including any anti-static and foam wrapping be used on all returned products. Should the original product packing not be available, then adequate packing should be used to prevent damage during transit. Equipment that is damaged in transit may result in the warranty being void and could result in our inability to repair the equipment.

**Q. Who pays for freight charges?**

**A.** The customer is responsible for transportation cost to ship the defective products to the designated repair center. The transportation cost on the repaired goods from the Repair Center is covered by Cisco.

**Q. Will I be required to pay for customs and duty tax?**

A. Yes. All customs and duty tax will now be covered by the customer in compliance with local trade regulations.

**Q. Why is Cisco no longer offering to manage the custom clearance process for customers?**

A. Cisco has moved to incident-based Flat Rate repair pricing. Customs and duty do not apply to all customers and cannot be incorporated into the incident-based Flat Rate Repair price.

**Q. How long do I have to return the product to the service center after the RMA is issued?**

A. You are strongly encouraged to send the failed units as soon as possible. The RMA is only valid for 30 days. For Advanced Replacement, it is standard Cisco policy that all product replacement requests requires defective product to be returned to Cisco within 15 days of the RMA issuance.

**Q. Does Cisco warrant their repair service?**

A. Yes. The repair warranty is typically 90 days from time of repair. Note: Repair warranty only applies to units that were repaired by Cisco.

**Q. What happens if I do not clear credit verification for an incident-based repair request and I want to get an RMA?**

A. If there is any issue with your credit status or additional information is needed to complete the RMA for an incident-based repair request, you will be contacted.

**Q. Can I view my RMA invoice online including the details of the RMA?**

A. Yes. An invoice is available on line using a new Cisco invoicing tool. The invoice includes the RMA number, serial numbers and product details. The legacy tool will not display all details of the RMA. To access your RMA online use your CCO ID at: [cisco-apps.cisco.com/cisco/psn/commerce](https://cisco-apps.cisco.com/cisco/psn/commerce).

Step by step instructions are available on the Literature tab at:

[www.cisco.com/en/US/products/ps10459/serv\\_group\\_home.html#~literature](https://www.cisco.com/en/US/products/ps10459/serv_group_home.html#~literature)

**Note:** To register for a Customer Connection On-line (CCO) ID go to [tools.cisco.com/RPF/register/register.do](https://tools.cisco.com/RPF/register/register.do).

**Q. Why have I been billed for a product that was under warranty?**

A. Charges could apply to units if no problem is found, cosmetics are replaced or if the unit is determined to be uneconomical to repair. In instances where equipment is tampered with or damaged, then the warranty is void.

**Q. What can I do if I have received an End-of-Support notice but I really would like to repair my product?**

A. If you have received an End-of-Support notice, this means that the product you have purchased will no longer be supported for repair as no parts will be inventoried for servicing. You may contact your Account Manager to find alternative product offerings and upgrades which may meet your business needs.

**Q. Where can I get an estimate for the out of warranty product repair cost?**

A. Please contact your Support Representative via the email alias provided in this document for more information on Flat Rate pricing. You will need to provide the part number and serial number of the product to determine the estimated repair price.

**Q. If my product is out of warranty, can I still have it serviced?**

A. Yes. You can purchase either an Advanced Replacement, Return for Repair or Incident Base Flat Rate Repair service by contacting your Account Manager or Channel Partner.

**Q. I purchase product & service from Cisco through a Partner, how do I get an RMA?**

A. Please contact your Channel Partner directly to initiate the RMA request process.

**Q. Can I still request an RMA if I am no longer a direct Cisco customer?**

A. Please work with your Channel Partner or Distributor to initiate the RMA request process.

**Q. Where do I register for a Customer Connection On-line User ID (CCOID)?**

A. If you do not currently have a Customer Connection On-line User ID (CCOID), please register at [tools.cisco.com/RPF/register/register.do](http://tools.cisco.com/RPF/register/register.do).

**Q. How can I get the status of the RMA?**

A. A case will be opened at the time of RMA request. Please contact your Support Representative via the email aliases for all RMA status inquires. Please provide the RMA number and serial number(s) with your RMA status request.

**Q. Can I still request a repair statistic or exchange report?**

A. Yes. The reports requests may be submitted online at the links below.

- [Repair Statistic Report](#)
- [Repair Exchange Report](#)

**Q. Is there an RMA Request form I can use to submit my RMA request via email?**

A. Yes, A completed RMA Request form may be sent via email to the Support representative's aliases to initiate your RMA request. The Repair RMA form: [Click Here](#).

An example of the form is below.

**Your Account Information**

Same as Bill to information (no need to complete Ship to information if checked)

Bill to:	Ship to:
Company Name:	Company Name:
Street Address:	Street Address:
City:	City:
State:	State:
Zip Code:	Zip Code:
Country:	Country:
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
E-mail address:	E-mail address:

**Purchase Order, Warranty and General Instructions**

Your PO# for Repair – Authorized by (if no PO provided): \_\_\_\_\_

Original PO number(s) under which the Unit(s) were shipped, if possible: \_\_\_\_\_

Method of Payment: \_\_\_\_\_

Service Contract if Any: \_\_\_\_\_

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## Product to be Repaired

Item #	Qty	Model/Part No.	Serial No (if applicable)	Symptom or Problem
1				
2				
3				
4				
5				
6				
7				
8				

Requested Service:  Functional Repair  Cosmetic Repair  Rekitting  Other:

Requested Firmware (in case of modems):

Failure Description Provided:  Yes  No (if no, reason):

## Your Special Instructions



Americas Headquarters  
Cisco Systems, Inc.  
San Jose, CA

Asia Pacific Headquarters  
Cisco Systems (USA) Pte. Ltd.  
Singapore

Europe Headquarters  
Cisco Systems International BV Amsterdam,  
The Netherlands

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