

Hardware Warranty

Cisco Systems Hardware carries a 90-day warranty, unless otherwise specified by the Product Warranty Statement. The hardware warranty period begins on the date of the original shipment from Cisco Systems to the customer. Any product received by a Cisco customer and found to be defective during the warranty period will be Advance Replaced by Cisco Systems. Customers who require warranty service should follow these procedures:

Call the Cisco Services group at 800 553-NETS (415 903-7208 outside North America) to obtain a Return Material Authorization (RMA) number.

If, during the 90-day warranty period, a system defect is reported, Cisco Systems will dispatch a replacement part the same business day, provided the failure notification is made prior to 3:00 p.m. Pacific time, or the next business day for requests made after that time. Parts will be dispatched overnight at Cisco Systems' expense.

The Customer is responsible to return the defective parts to Cisco Systems.

Parts not returned within ten (10) working days will be invoiced at list price.

Software Warranty

Cisco Systems software carries a 90-day warranty. During this period, software problems reported to Cisco Systems and verified by Cisco as errors will be corrected or a work-around provided. Such remedies will be in the form of a network-bootable binary image, or EPROM firmware update, at Cisco Systems' discretion. The warranty period begins from the date of the original shipment from Cisco Systems to the customer. Customers should follow these steps if they require software warranty service:

Contact Cisco Systems' Technical Assistance Center (TAC) at 800 553-NETS (415 903-7209 outside North America) or via internet mail tac@cisco.com with the System serial number and problem description.

The TAC will evaluate the problem and advise you of any corrective action.

If revised operating software is required, the latest system documentation and software will be sent overnight at Cisco Systems' expense.

The customer must provide remote maintenance-level system access.

Cisco Systems reserves the right to not correct problems related to what it deems as nonstandard or unsuitable applications. Software problems reported out of warranty and not covered by a support agreement may be corrected at Cisco Systems' discretion in later software releases.

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Cisco Hardware/Software Warranty