

Condition

- The **complete** product, including its components, must be returned to Cisco in the same condition in which it was removed from the end user network and **properly packaged** to prevent damage in transit.
- Product intended for scrap/recycling must **not** be returned with an RMA. See [Cisco's Takeback and Recycle Program](#) for more information.

Packaging

- The preferred method for returning items is each in its **individual box** and wrapping using the original Cisco box and packaging in which your equipment was sent and received in.
- If the original box is missing or damaged, any box that is of suitable size and in good condition may be used.
- All products should be bagged individually. Static sensitive items (boards) must be bagged in static shielding packaging and properly surrounded with bubble wrap or packaging foam to ensure restriction in movement during transport. Recyclable packing materials such as paper or cardboard are preferred if sufficient to prevent damage to the item.
- Cisco and competitive products **must** be packaged separately.
- Make sure the box is securely sealed using **durable** packaging tape.

Large Items

- For large units, the item must be boxed or bubble wrapped, covered, and securely strapped to a pallet. Shrink-wrapping alone is not sufficient.
- Large items may also be contained in sealed industry standard "D" or "E" type shipping containers.
- Product may not overhang the pallet more than 2cm (.78in) and pallets **must not** be stacked.

Required Documentation

- Make sure paperwork such as commercial invoices, pro-forma, packing slips, etc. are provided with the shipment to avoid importation delays.
- List the RMA Number, Country of Origin, and Quote Number for Trade-Ins on any internal documentation.

Labeling

- Make sure the box has a shipping label with both origin and shipping destinations included. Mislabeled or unlabeled RMAs delay the receiving and crediting processes.
- List the RMA Number, Country of Origin, and Quote number for trade-ins on every box being returned.
- If using the POWR tool to request a pickup, apply the POWR generated label to every box.

Retention

- Keep all copies of your shipper air bills used to return items for at least 6 months.

Batteries & Chemical Preparations

- Cisco does not accept RMA returns of used, spent or defective batteries or opened chemical preparations.
- For products with removable batteries, the battery should be removed from the battery compartment prior to returning the RMA product. The removed battery should be disposed of according to the hazardous waste handling regulations in your area. Check your local waste handling regulations for proper disposal.
- Batteries or chemical preparations in an unopened, original package may be returned via RMA. If a battery-handling label (see example below) is found on the product packaging, the shipper must prepare shipping documents according to the local freight forwarder and carrier's instruction regarding dangerous goods transportation. If the original packaging does not bear any battery-handling label, the package may be returned with the normal shipping process. If the shipper has a question regarding the contents of a product, please contact Cisco at environment@cisco.com for further information. You should have the original sales order number and RMA number in hand when you contact us.



Shipments are subject to inspection and refusal if all of the above requirements are not met.

DO



DON'T

