



Service Description

Cisco RMA Upgrade

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide

1. Summary

This Service provides an upgrade for Hardware replacement delivery and is intended for existing Cisco customers with active subscription licenses that include technical support Services.

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

2. Cisco Responsibilities

- Cisco provides the following Hardware replacement services where available. Advance Replacement services are subject to geographic and weight restrictions. You may check availability by accessing [Cisco's Service Availability Matrix](#).
- Heavy Weighted & Over Sized Products:
https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/service-availability-heavyweight-oversized-product.pdf
- 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 2020). Any Advanced Replacement shipment that must cross national boundaries will be shipped Delivered At Place (DAP) (Incoterms 2020), 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 Your expense. Chassis and line card Advance Replacement Service must be at the same level of coverage.
- Cisco will provide You with Advance Replacement(s) that are either new or equivalent to new.
- Cisco will use commercially reasonable efforts to provide You with Hardware replacement services where available.

Table 1. RMA Service Levels

Hardware Service Options	<u>24x7x2</u>	<u>24x7x4</u>	<u>8x7xNext Calendar Day¹</u>	<u>8x5xNext Business Day¹</u>
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	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite
Advance Replacement of HW	yes	yes	yes	yes	yes	yes	yes	yes
RMA Service Level	2HR	2HR	4HR	4HR	NCD	NCD	NBD	NBD
RMA Installation	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech
Services Availability	7 days a week 24 hours per day				7 days a week Business Hours		Business Days Business Hours	
Includes Local Observed Holidays	Yes				Yes		No	

¹For Next Calendar Day and Next Business Day delivery, the RMA request must be created by 3:00 PM Local Depot Time for delivery on the Next Calendar Day or Business Day. Exception: For the United States and Canada, the RMA request must be created by 6:00 PM Eastern Standard Time. In countries where Next Calendar Day and Next Business Day services are not available, Cisco will ship the RMA as Ship Next Business Day(SNBD).

Onsite Support Option: You 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.

3. Customer Responsibilities

- Provide thirty (30) days' notice of: (1) requested additions to Your equipment list and (2) Products that have been moved to a new location. Services will be provided to You beginning thirty (30) days of receipt of such notification.
- Defective parts must be returned in accordance with the [Cisco RMA Policy for Warranty and Hardware Support Contract Returns](#).



- You are 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 will be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees. 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.
- You are responsible for international customs duties, fees, and taxes associated with Advance Replacement.