Cisco Hardware Warranty Information

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Contents

General Questions Regarding Warranty 3
Questions Regarding Product Returns 6
Retired Warranty Types 15

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Review these frequently asked questions for information about warranty coverage and policies. To find the specific warranty that applies to your product, visit Cisco's Warranty Finder.

This page provides answers to many frequently asked questions about our product warranties and Return Materials Authorization (RMA) policies.

General Questions Regarding Warranty

Q 1: What is the role of a Cisco warranty?

A. Warranty is a statement of product quality with an offer of replacement to remedy manufacturing defects. It does not address issues relating to the operational support needs of devices or systems. Cisco's standard 90-day warranty is typically enough time to uncover manufacturing defects not found during the robust quality assurance processes; however, some products have longer warranty periods.

Q 2: What is included in a Cisco warranty?

A. Hardware Warranties provide limited liability for Cisco or its designated representative to repair and/or replace manufacturing defects in Cisco products. They are generally limited in both the duration and the support they offer. Warranties generally do not include Cisco Technical Assistance Center (TAC) support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco or Cisco's designated representative to repair and/or replace the Cisco product within the time frame identified in the product warranty document. A card or license agreement that accompanied the originally purchased Cisco product has a link to our Warranty page. Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco or Cisco's designated representative using new or refurbished equipment, subject to local legal restrictions.
- **Software:** Cisco's General Terms guarantee that the software generally conforms to the published specifications for the product. Software is provided "as is," and in no event does Cisco warrant that the software is error free or that customer will be able to operate the software without problems or interruptions. Warranty does not include software updates.

  Note: Some Cisco Product Business Entities have published software update policies. For example, Catalyst switches are covered by Cisco Catalyst OS Product Bulletins which are linked on the main Warranty Page. These software policies are not a part of Cisco Warranty and are subject to change without notice.

Q 3: How is my Warranty End Date calculated?

A. Cisco starts the date calculation for your Warranty from the date of shipment from the Cisco Manufacturing process (Ship Date). We add a 'Distribution Allowance' of 90 Days to cover delays from transit and warehousing by our Partners. The 90 Days is added to the term of the Cisco Warranty to create the Warranty End Date (WED) registered in our Install Base.

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Q 4: How does Cisco replace products that are defective?

A. Cisco replaces a product through 2 main processes: (1) Advance Replacement and (2) Return to Factory.

1. Advance Replacement parts are sent out by Cisco or an authorized Cisco Partner in exchange for the defective part. When the customer receives the replacement part, they must return the defective part to Cisco within 10 days to close the RMA process. Failure to return the exact defective part (matching serial number) will result in Cisco billing for the replacement part.
2. Return To Factory is a process where a defective part is returned to the manufacturer or a Cisco collection address once a Return Material Authorization (RMA) number is issued. A new or refurbished part is then mailed to the customer's address of record.

Q 5: Are there different types of Advance Replacement?

A. Yes. Cisco has several Advance Replacement Warranty types. The most common is our Standard 10 Day Advanced Replacement where upon validation of a Warranty RMA request Cisco or its service center will use commercially reasonable efforts to ship a replacement within 10 business (working) days.

We have a few Warranties with an Enhanced Advance Replacement type. Where available* Cisco will use commercially reasonable efforts to ship a replacement for next business day delivery provided Cisco's determination of the hardware failure has been made before 3 p.m. local depot time. If a request is made after 3 p.m. local depot time, Cisco will ship the advance replacement on the next business (working) day using a commercially available express service. Actual delivery times will vary by customer location. Taxes and duties may apply and will be borne by the recipient of the replacement part.

*__Availability Note:__ Enhanced Advance Replacement is only available in the following locations if Cisco determines it has commercially reasonable services from the country Warranty Depot: United States, Canada, EU Countries, Australia, New Zealand. Qualifying shipments will be sent from the country or regional depot closest to the address of record with suitable replacement stock.

Where next business day delivery is not available in the covered locations or outside the covered locations listed above Cisco Enhanced Advance Replacement defaults to shipping on the next Cisco Business Day.

Q 6: Managing Warranty replacement parts

A. When a replacement part is dispatched from the Cisco depot a temporary 30 Day Warranty is assigned. Your remaining Warranty term is transferred to the replacement part when Cisco receives the original defective part at our Asset Recovery site. If you do not return the defective part within that 30 Day window, your replacement part temporary warranty will expire, and you may be billed for the original unreturned part.

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Q 7: What is Return to Factory?

A. Return to Factory (RTF) is an industry standard Warranty process where a product must be returned to the manufacturer after an authorizing RMA number is issued. A replacement product is shipped once the defective product is returned and accepted.

Q 8: Where does Cisco ship your replacement product?

A. Cisco ships the Warranty replacement to the original address of purchase. We do not allow address override. Flexible shipments are part of our Service offerings.

Q 9: How is Warranty Supported?

A. Cisco provides regional or country level depots in many locations to support our Warranty replacements. In general, most Warranty parts ship from an in-country depot. However, depending on parts availability parts may be sent from an out of country depot. Taxes and duties may apply and will be borne by the recipient of the replacement part.

Q 10: How do I know which warranty applies to my product?

A. You may use our Warranty Finder to determine which Cisco warranty applies to a specific product or product family. URLs to the English and Canadian-French versions are provided on the Warranty Page and via the Warranty Finder tool.

Q 11: What events, activities, or actions invalidate my warranty?

A. Cisco Warranty or Services coverage ends if a product is re-sold, when equipment is destroyed or scrapped, is determined to be non-genuine, is purchased on the secondary or “gray” market, or is stolen. For further information about non-entitlement, review the current Cisco Non-Entitlement Policy document on the Cisco Legal Website.

Q 12: Is the Cisco product warranty transferable?

A. No. The Cisco product warranty is provided solely to the original end user of the equipment and is nontransferable.

For more information regarding the Cisco Hardware Inspection and Software Relicensing Program for used and secondary market Cisco equipment, visit the Cisco Hardware Inspection and Software Relicensing Program page.

Support Reinstatement Policy

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Questions Regarding Product Returns

Q 13: What happens when a hardware failure is identified?

A. After Cisco determines you have experienced a hardware failure and are entitled to replacement part(s), Cisco or Cisco's representative will issue you an RMA and provide you with information about your advance part replacement shipment. Before an RMA is issued, you must specify the part number and serial number of each part to be replaced. Replacement hardware may be new or like-new.

Q 14: Why do I still have to go through the Cisco warranty troubleshooting process when I know what the problem is with a particular part?

A. When a warranty request is logged, the warranty support engineer will troubleshoot the issue to identify the faulty part, which might be a symptom of a larger problem. Even though it might seem quicker and easier to just send a part, if the part arrives and still does not resolve your problem, this only delays the resolution.

Q 15: How can I track the status of my RMA?

A. If you have an open warranty request, you can contact Cisco using the contact numbers. You may also track your return in the Cisco Returns Portal.

Q 16: Where does my Warranty RMA ship to?

A. A Warranty RMA ships to the same address we shipped the original part to. Cisco does not allow address override on Warranty-only RMA shipments.

Q 17: How does Cisco ship Warranty Replacements?

A. All Warranty replacements will be shipped Delivered At Place (DAP) (Incoterms 2020), exclusive of any import duties, taxes and fees, where applicable. All replacements will be shipped using Cisco's preferred carrier, freight prepaid by Cisco.

Q 18: What happens if my warranty period expires during the RMA process?

A. An RMA request is treated as in-warranty if it was initiated during the warranty period. The request is considered initiated after Cisco is contacted regarding the possible hardware issue even if the Cisco TAC does not complete the troubleshooting process and issue the RMA until after the warranty period expires.

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Q 19: What are my responsibilities as a customer for returning parts under advance replacement?

A. The Cisco RMA Policy is here. Returning parts to Cisco is your legal obligation. Cisco advances replacement parts to you because we know that these parts are needed for your mission-critical activities. After replacement, these parts belong to Cisco and are tracked accordingly. Within 10 days after you receive any advance replacement part, you must return the corresponding replaced part to Cisco, so it can be repaired and returned to Cisco's working inventory. If you are unable to return any replaced part within 10 days, you are required to contact the Cisco asset recovery team in your region. Failure to return parts might result in Cisco invoicing your company for the part at list price or taking other appropriate action.

Region	Email Address
North America	asset-recovery@cisco.com
Asia and New Zealand	asset-recovery-asia@cisco.com
Australia	asset-recovery-aust@cisco.com
China	asset-recovery-china@cisco.com
Europe	asset-recovery-emea@cisco.com
Japan	asset-recovery-jp@cisco.com
Latin America	asset-recovery-latam@cisco.com

Q 20: How do I know if Cisco has received parts I returned?

A. An in-process Return Material Authorizations may be tracked with the Cisco Returns Portal. You can enter your RMA number and check if the part has been received. You may contact Cisco to check status of a return.

Q 21: Are my advance replacement parts new?

A. Replacement parts provided to you will be new or functionally equivalent to new, at Cisco's discretion; and Cisco certifies the parts as functional at the same level as new. This is an industry standard practice. In general, for newer products, Cisco is more likely to provide new parts. However, as products mature, Cisco establishes repair facilities to provide replacement parts.

Q 22: What quality process does Cisco use for repairs?

A. Cisco repairs only those parts that can be restored to a state functionally equivalent to new. Any applicable engineering changes are applied as part of the refurbishment process. Replacement parts that do not meet current standards are automatically removed from inventory.

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Q 23: Why do Cisco Warranty RMAs take longer to arrive than a Service RMA?

A. Different types of Cisco warranties are available with entitlement terms of either Advance Replacement (A/R)* or Return To Factory (RTF). These may have different time periods for the warranty return to be shipped, for example a 10 DAY A/R entitlement ships to the warranty holder within 10 business days of Cisco creating the RMA claim and before product return to Cisco. Warranty products are shipped from Regional or country depots depending on stock availability. Actual delivery dates are based on local delivery services.

Your Warranty RMA is shipped from a centralized depot and could be from outside your local region depending on stock availability, adding shipping time and possible import delays.

Cisco Service Contract offerings provide paid support RMA options (Service Level Objectives) based on planned local depot stocking to minimize RMA delay.

***Note:** Cisco no longer offers Return For Repair (RFR) Service Provider Warranties as of March 2018. Existing RFR Warranties will be processed as Return To Factory exchanges.

Q 24: How do I receive warranty support?

A. Warranty support varies by Product and by theater. Please answer the following questions and use the grids below to find how your warranty is supported.

- What is the warranty type for your product? (Enhanced Limited Lifetime Warranty [ELLW], Unified Computing System [UCS], and Small Business are exceptions)
- In what country was the equipment purchased? Point of Sale (POS)
- From whom did you purchase your product? Cisco? Partner?

Warranty Type	**All Warranties except Enhanced Advance Replacement, UCS, and Small Business Product Warranties**	
Point of Sale (POS)	**Purchased from Cisco**	**Purchased from Partner**
US/CANADA/AU/NZ	Return Material Authorization (RMA) support from Cisco No Technical Assistance Center (TAC) support	RMA support from Cisco or Partner No TAC support
REST OF WORLD	RMA support from Cisco No TAC support	RMA support from Partner only No TAC support
		Cisco will only try to support if Point of Sale (Partner) is no longer in business

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Warranty Type	Enhanced Advance Replacement Product Warranties	
Point of Sale (POS)	**Purchased from Cisco**	**Purchased from Partner**
US/CANADA/AU/NZ	RMA and 90-day TAC support from Cisco	RMA and 90-day TAC support from Cisco
REST OF WORLD	RMA and 90-day TAC support from Cisco	RMA and 90-day TAC support from Cisco

Warranty Type	UCS Product Warranties	
Point of Sale (POS)	**Purchased from Cisco**	**Purchased from Partner**
US/CANADA/AU/NZ	RMA support from Cisco No TAC support	RMA support from Cisco No TAC support
REST OF WORLD	RMA support from Cisco No TAC support	RMA support from Cisco No TAC support

Warranty Type	SMALL BUSINESS Product Warranties	
Point of Sale (POS)	**Purchased from Cisco**	**Purchased from Partner**
US/CANADA/AU/NZ	RMA and one-year TAC support from Cisco Small Business Support Center	RMA and one-year TAC support from Cisco Small Business Support Center
REST OF WORLD	RMA and one-year TAC support from Cisco Small Business Support Center	RMA and one-year TAC support from Cisco Small Business Support Center

Q 25: What types of warranties are available for Cisco products?

A. Cisco products currently come with one of the following warranties:

Warranty	Entitlement Descriptions
WARR-90-DAY-LTD-HW **WARR-DEFAULT-90DAY**	• Warranty duration: 90 days • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 10 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.

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Warranty	Entitlement Descriptions
WARR-90-DAY-SW-TS	• Warranty duration: 90 days • Warranty provides that the software substantially conforms to its published specifications. • Software is provided “as is,” and in no event does Cisco warrant that the software is error free or that customer will be able to operate the software without problems or interruptions. • Software warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, commences not more than 90 days after original shipment by Cisco). • The end-user license agreement grants to customer a nonexclusive and nontransferable license to use for customer’s internal business purposes the software and the documentation for which the customer has paid the required license fees. • Warranty allows guest access only to Cisco.com.
WARR-1YR-LTD-HW	• Warranty duration: 1 year • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 10 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-2YR-LTD-HW	• Warranty duration: 2 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 10 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-3YR-LTD-HW	• Warranty duration: 3 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 10 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-3YR-HW-NBD	• Warranty duration: 3 years • Enhanced Advance Replacement: Where available*, Cisco or its service center will use commercially reasonable efforts to ship a replacement part for next-day replacement. A replacement will be shipped the same business day if the RMA is received before the fulfillment warehouse cut-off time, or on the following business day if after cutoff time. Actual delivery times might vary depending on customer location. Where Enhanced Advance Replacement is not available, Cisco will ship the product on the next Cisco Business Day using commercially available delivery services. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.

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Warranty	Entitlement Descriptions
WARR-LTD-LIFE-HW	• Warranty duration: As long as the original end user continues to own or use the product. • In the event of discontinuance of product manufacture, Cisco warranty support is limited to 5 years from the announcement of discontinuance (The Last Date of Service, LDoS, set by Cisco's End of Life process). • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 10 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-ELTD-LIFE-HW	• Warranty duration: As long as the original end user continues to own or use the product. • In the event of discontinuance of product manufacture, Cisco warranty support is limited to 5 years from the announcement of discontinuance (The Last Date of Service, LDoS, set by Cisco's End of Life process). • Enhanced Advance Replacement: Where available*, Cisco or its service center will use commercially reasonable efforts to ship a replacement part for next-day replacement. A replacement will be shipped the same business day if the RMA is received before the fulfillment warehouse cut-off time, or on the following business day if after cutoff time. Actual delivery times might vary depending on customer location. Where Enhanced Advance Replacement is not available, Cisco will ship the product on the next Cisco Business Day using commercially available delivery services. • Tax and tariff for shipments crossing national boundaries are not included. • Warranty includes 90 days of Technical Assistance Center (TAC) support during local business hours, 8 hours per day, 5 days per week. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-CS-1YR-LTD	• Warranty duration: 1 Year • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part to the customer's address of record on the next business day after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-CS-5YR-LTD	• Warranty duration: 1 Year • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part to the customer's address of record on the next business day after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.

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Warranty	Entitlement Descriptions
WARR-CS-LIFE-LTD	• Warranty duration: As long as the original end user continues to own or use the product. • In the event of discontinuance of product manufacture, Cisco warranty support is limited to 5 years from the announcement of discontinuance (The Last Date of Service, LDoS, set by Cisco's End of Life process). • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part to the customer's address of record on the next business day after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-CW-1YR-LTD	• Warranty duration: 1 Year • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 5 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-CW-LIFE-LTD	• Warranty duration: As long as the original end user continues to own or use the product. • In the event of discontinuance of product manufacture, Cisco warranty support is limited to 5 years from the announcement of discontinuance (The Last Date of Service, LDoS, set by Cisco's End of Life process). • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 5 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-5YR-HW-SBPRO	• Warranty duration: 5 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 10 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
CWARR-1YR-RTF-HW	• Warranty duration: 1 year • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery upon receipt of the defective product at Cisco's site. Part will be shipped using ground shipping with shipping charges prepaid. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.

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Warranty	Entitlement Descriptions
WARR-3YR-RTF-HW	• Warranty duration: 3 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery upon receipt of the defective product at Cisco's site. Part will be shipped using ground shipping with shipping charges prepaid. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-5YR-RTF-HW	• Warranty duration: 5 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery upon receipt of the defective product at Cisco's site. Part will be shipped using ground shipping with shipping charges prepaid. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-LIFE-RTF-HW	• Warranty duration: As long as the original end user continues to own or use the product. • In the event of discontinuance of product manufacture, Cisco warranty support is limited to 5 years from the announcement of discontinuance (The Last Date of Service, LDoS, set by Cisco's End of Life process). • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery upon receipt of the defective product at Cisco's site. Part will be shipped using ground shipping with shipping charges prepaid. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-LIFE-NBD-HW	• Warranty duration: As long as the original end user continues to own or use the product. • In the event of discontinuance of product manufacture, Cisco warranty support is limited to 5 years from the announcement of discontinuance (The Last Date of Service, LDoS, set by Cisco's End of Life process). • Enhanced Advance Replacement: Where available*, Cisco or its service center will use commercially reasonable efforts to ship a replacement part for next-day replacement. A replacement will be shipped the same business day if the RMA is received before the fulfillment warehouse cut-off time, or on the following business day if after cutoff time. Actual delivery times might vary depending on customer location. Where Enhanced Advance Replacement is not available, Cisco will ship the product on the next Cisco Business Day using commercially available delivery services. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.

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Warranty	Entitlement Descriptions
WARR-3YR-HW-90D-SW	• Warranty is applicable to Cisco Unified Computing System products only. • Hardware warranty duration: 3 years • Enhanced Advance Replacement: Where available*, Cisco or its service center will use commercially reasonable efforts to ship a replacement part for next-day replacement. A replacement will be shipped the same business day if the RMA is received before the fulfillment warehouse cut-off time, or on the following business day if after cutoff time. Actual delivery times might vary depending on customer location. Where Enhanced Advance Replacement is not available, Cisco will ship the product on the next Cisco Business Day using commercially available delivery services. • Tax and tariff for shipments crossing national boundaries are not included. • Software, including freeware operating systems and applications, is provided " as is," and in no event does Cisco warrant that the software is error free or that the customer will be able to operate the software without problems or interruptions. • Both hardware and software warranties commence from the date of shipment to customer (and in case of resale by a Cisco reseller, commencing not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
WARR-5YR-RTF-OPTICAL	• Warranty duration: 5 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery within 15 working days after receipt of the defective product at Cisco's site. Actual delivery times of replacement products might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, commencing not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.

Q 26: Why is warranty not sufficient for supporting the evolving network?

A. Warranty is a replacement of defective manufacturing parts. In business-critical environments, reliance on warranty is not a standard or advisable business practice. As Cisco customers move from point-product buying decisions to architectural buying decisions, the role of support has changed. Software is providing more services over the network, and the level of support needed to make sure the software investment is protected is greater as well. Service deployment tactics need to be planned and designed to scale and to provide the flexibility to adapt to new needs. This system-wide approach means customers need to be engaged more closely with Cisco experts, and warranty does not provide that.

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Retired Warranty Types

Certain Warranties are no longer offered on new products. These warranties will be posted until all shipped products have completed their Warranty term.

Warranty (Retired)	Entitlement Descriptions
Cisco Limited One-Year Return for Repair (RFR) Hardware Warranty **WARR-1YR-RFR-HW**	• Warranty applies to select service provider video, transport, and access hardware only. • Warranty duration: 1 year • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to repair or replace the defective product and ship the repaired or replacement part for delivery within 30 working days. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
Cisco Limited Three-Year RFR Hardware Warranty **WARR-3YR-RFR-HW**	• Warranty applies to select service provider video, transport, and access hardware only. • Warranty duration: 3 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to repair or replace the defective product and ship the repaired or replacement part for delivery within 30 working days. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
Cisco Limited Five-Year RFR Hardware Warranty **WARR-5YR-RFR-HW**	• Warranty applies to select service provider video, transport, and access hardware only. • Warranty duration: 5 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to repair or replace the defective product and ship the repaired or replacement part for delivery within 30 working days. Actual delivery times might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.
Cisco One-Year Limited Hardware and One-Year Limited Software Warranty **WARR-1YR-HW-1YR-SW**	• Hardware warranty duration: 1 year • Software warranty duration: 1 year • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery within 10 working days after receipt of the defective product at Cisco's site. Actual delivery times of replacement products might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Both hardware and software warranties commence from the date of shipment to customer (and in case of resale by a Cisco reseller, commencing not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.

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Warranty (Retired)	Entitlement Descriptions
Cisco Five-Year Limited Hardware and One-Year Limited Software Warranty **WARR-5YR-HW-1YR-SW**	• Warranty is available on optical hardware and software products. • Hardware warranty duration: 5 years • Software media replacement: 1 year • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery within 15 working days after receipt of the defective product at Cisco's site. Actual delivery times of replacement products might vary depending on customer location. • Tax and tariff for shipments crossing national boundaries are not included. • Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, commencing not more than 90 days after original shipment by Cisco). • Warranty allows guest access only to Cisco.com.

Cisco Document EDCS-12888343 Version 2

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Printed in USA 01/25

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