



RMA PROCEDURE (TNS products)

Dear Customer,

Should you need to return a CISCO SPVTG product to us for repair, we have established the following Return Material Authorization (RMA) procedures so that we can address your problem as quickly as possible and avoid any unnecessary delays in the return of your product. Here are the steps you need to follow:

STEP 1 : Complete and Send an RMA Request Form to your Customer Service Representative (CSR)

- Before you send your product to CISCO for repair, you must first complete the **RMA Request Form**, available at: <http://www.saeurope.com/repair>
- In order to avoid any delays in processing your repair request, please fill in the **RMA Request Form** as completely as possible.
- Once you have completed your **RMA Request Form** send it to the attention of your CSR by e-mail (elc.service@sciatl.com) or by fax (+32-56-445-051)

NOTE: Providing a **FAULT DESCRIPTION** as **DETAILED** as possible in the **RMA Request Form** is required in order to avoid repair delays.

STEP 2 : Follow the Instructions and Procedures in the RMA Acknowledgement that the CSR will provide you

Upon returning the RMA Request Form via e-mail or fax to the CSR, the CSR will provide you with the RMA Acknowledgement within two (2) business days.

- This RMA Acknowledgement is very important, and you should read it carefully as it will contain:
 - the RMA Number used to track your returned product(s),
 - all RMA procedures you will need to follow,
 - the Fault Description details you provided,
 - packing and shipping instructions,
 - return shipment instructions,
 - your CSR contact information, and
 - the estimated repair charges, if applicable.
- To prevent any unnecessary delays, contact your CSR immediately if you notice any incorrect information in the RMA Acknowledgement.
- Your RMA Number is valid for only (30) days. Any RMA number older than thirty (30) days must be revalidated by contacting your CSR prior to shipping your unit to CISCO for repair.
- If you need to issue a purchase order (PO) to enable payment, we must receive the PO within thirty (30) days of the date of your RMA Acknowledgement. Otherwise, you will need to contact your CSR to have your RMA number revalidated before returning your unit.



Failure to comply with the instructions in your RMA Acknowledgement may delay the repair of your product or result in your product being rejected and returned to you at your expense.

STEP 3 : Packing and Shipping to CISCO's Repair Center

- The RMA number should be clearly marked on all returned boxes and packages including all accompanying paperwork.
- Any returned product received by CISCO that is not clearly marked with an RMA number may be refused and returned to you at your expense.
- When returning the product, if possible, use the original packing, including any anti-static and foam wrapping. If the original packing is not available, then adequate packing should be used taking into account the method of shipment of the returned product.
- You are responsible for delivering the product to CISCO safely and undamaged. Product damaged during shipment-, may be refused and returned to you at your expense.
- If a product returned to CISCO does not match the authorized quantities and/or products (Model or Part #) specified in your RMA Acknowledgement, your CSR will amend the RMA to reflect the actual product and quantities received and will notify you of the discrepancy.

NOTE: PLEASE DO NOT RETURN POWER CORDS, MANUALS, ACCESSORY CABLES, OR OTHER ACCESSORY PRODUCTS. CISCO IS NOT LIABLE FOR THESE ITEMS SHOULD THEY BECOME LOST OR DAMAGED DURING REPAIR!

FREIGHT EXPENSE:

For both in and out of warranty repairs, your company is responsible for paying the outbound freight expense to the CISCO facility unless otherwise specified by contractual agreement.

STEP 4 : The Repair Process

- Upon receipt of your product by CISCO, the repair technician will attempt to reproduce the failure described in your ***Fault Description***.
- If the product failure can be reproduced and the problem is repairable, your product will be repaired and appropriate evaluation(s) and/or test(s) will be conducted to check functionality against product specification.
- If the technician cannot reproduce the failure (**Unable to Duplicate**) as described in the ***Fault Description***, your unit will be exposed to non-destructive additional tests, such as warming-up, vibration and 24-hour test. If the failure still cannot be reproduced, the technician will contact your technical contact person to obtain additional information about circumstances, configuration and system-setup. If this additional information does not result in reproducing the failure, all servicing will cease and your unit will be returned to you.
- If the product cannot be reasonably repaired (**Beyond Economical Repair**), the technician will notify your technical contact person to explain the situation. The repair will be cancelled and the unit will be either scrapped or returned to you in accordance with your ***RMA Request Form***.



- If the product is **Beyond Economical Repair**, but still in-warranty, a replacement unit will be sent to you (except in the case of voided warranty).
- All repair actions will be noted in a Repair Note.
- No guarantee can be given that the software and/or firmware version of your product will be maintained during the repair process.
- Minor cosmetic damages (scratches, nicks, dents, etc.) will not be repaired.
- The typical average turnaround time (amount of days between receiving and returning a product) is between 30 and 45 days (depending on type of product). Should CISCO require additional time, you will be informed by letter or e-mail of the extended time period.
- At all times, you can contact your CSR to obtain the latest status on the repairs.
- For any product returned to us during the warranty period, the warranty period for such repaired or replaced product shall be the length of (i) the remainder of the warranty period, or (ii) ninety (90) days after repair or replacement of the product.
- For any product returned to us that is out-of warranty period, CISCO will warrant the repair for a period of ninety (90) days after repair of the product.

STEP 5 : Returning Products to Customer and Billing

- After repair and testing, your unit will be packed using new packaging material and shipped to you with a Repair Note.
- For in-warranty repair or replacement, CISCO will pay the return freight expense, except in circumstances categorized as **Unable to Duplicate**.
- For voided warranty and out-of-warranty repairs, the return freight will be charged to you, unless otherwise specified by a contractual agreement.
- Any taxes or duties charged in the transport of your unit will be your responsibility.

Overview of Repair Fees:

- If your product is out-of warranty, you will be charged for repairs. If your product is still in-warranty, there will be no charge for repair unless the testing results in an **Unable to Duplicate** situation or if the warranty is voided.
- By submitting the product as described in the RMA Acknowledgement to CISCO for repair, your company acknowledges and agrees to pay the amount charged by CISCO for the repair.
- For the majority of our products, fixed repair prices (flat rates) are established.
- For repairs that have no flat rates, a commercially reasonable fee will be assessed. You may request a repair quotation prior to repair. All quotes must be approved before we can start work on your unit. If a quote is rejected or is not approved within thirty (30) days of when the quote was provided, your unit will be returned to you at your expense and you will be charged an amount equal to 25% of the amount of the quote.



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In Warranty repairs:

- If your unit is still under a valid warranty, no fee will be charged for the repair.
- In order to determine whether your product failed within the in-warranty period, the date your product is received at the CISCO facility is decisive, not the date the **RMA Request Form** is acknowledged. Your CSR can tell you the status of your warranty.
- The warranty is voided when the failure of the product is the result of improper installation, improper maintenance or use; abnormal conditions of operation; attempted modification or repair by the customer or any Force Majeure incident.

If abnormalities are detected or if the warranty is voided, the repair department will notify you.

Out of Warranty Repairs and Voided Warranty:

- If your unit is out-of-warranty or if the warranty is voided, you will be charged, as applicable, the established flat rate for the repair or, if none is available, a commercially reasonable rate for the repair.

For both in and out of warranty repair situations, you will be charged under the following circumstances the amount specified:

- **Unable to Duplicate:** 50 % of the flat-rate.
- **Beyond Economical Repair:** 25 % of the flat-rate if the unit is returned to you.

Billing / Invoicing:

- Upon shipment of the product from the CISCO facility, an invoice will be sent to you.
- The invoice will specify the payment terms.