



RETURN MATERIALS AUTHORIZATION

There may be occasions when a part, product or instrument does not seem to be operating according to the specifications. In those cases, Customer must promptly notify CiSCO of the non-conformance or defects, and provide CiSCO an opportunity to analyze the issue and inspect the goods. Goods shall not be returned without CiSCO 's prior authorization, as evidenced by a Return Material Authorization ("RMA") number issued by CiSCO. Following receipt of a RMA number, Customer shall return goods, transportation and insurance prepaid, in accordance with the RMA Process below. Failure to follow CiSCO 's RMA process may result in lost goods, delays, additional services, restocking charges, voided warranty, or refusal of returned product. CiSCO's RMA number must appear on the shipping label and all paperwork associated with the return.

RMA Process

1. Call CiSCO to explain the issue and request an RMA number: 303-790-1000, Option 5.
2. Fill out the RMA Form entirely. Ship only the items authorized in the RMA #.
3. Place the Form in the box with the item(s) being returned. Package your shipment carefully.
Damage caused by improper packing is not covered under warranty.
4. Create a shipping label including the RMA #. (Sample below.)

<i>SAMPLE ADDRESS LABEL WITH RMA NUMBER</i>	
FROM: Francis Drake	RMA#: 12345678
123 45 th Street	
Rock Springs, AR 54321	
TO: CiSCO	
7841 South Wheeling Court	
Englewood, CO 80112	

Issuance of a RMA number by CiSCO does not necessarily mean CiSCO agrees that returned Goods are defective or covered under warranty, or that goods will be repaired or replaced at no cost to Customer. Goods repaired or replaced under warranty shall be returned to Customer at CiSCO 's expense. If any goods returned by Customer are found not to be defective, Customer shall be so notified and such goods shall be returned to Customer at Customer's expense. If the repair or replacement of goods is not covered by warranty, such repair or replacement shall not be performed until and unless Customer issues an P.O. to CiSCO authorizing such repair or replacement at CiSCO 's then-current repair or replacement price. In addition, Customer may be responsible for testing or inspection costs. CiSCO will not retain or store returned goods for more than four (4) months. Repairs are subject to CiSCO's [Terms and Conditions of Sale](#).



Return Materials Authorization ("RMA") Form

Customer Company Name: _____

Contact Name: _____ Phone #: _____

City: _____ State: _____ Zip: _____

Email address: _____ Phone: _____

RMA #: _____ Date Issued: _____

Order Number	Order Date	Reason for Return	Serial Number (if applicable)	Part Number	Description

Additional comments: _____

Customer Signature: _____ Date: _____

REVISION HISTORY

REV #	DESCRIPTION	UPDATED BY	DATE
1	Created new form	Sue Mastro	Aug-17