Use a Return Material Authorization

Contents

Introduction

This document describes how to perform a Return Material Authorization (RMA).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

To return a Cisco product, use the return materials authorization (RMA) shipment process. The return label must be underneath the shipping label. Just peel to reveal the RMA shipping label, and affix it to the package.

If the shipping label was destroyed or is lost, log into [Cisco Global Returns](#) and print a new one.

Return Instructions

1. Write the RMA/Service Order Number clearly on the outside of each package.

2. See [Trade-in Product Return Information](#) for more information about where to return authorized items.

3. Failure to reference the RMA/Service Order number can result in delays in the process.

4. US and Canadian Customers with Advance Replacement RMA Service Level can schedule a pickup of an authorized return within the [POWR Tool](#) (Product Online Web Return Tool).

RMAs that are Return To Factory (RTF) are ineligible for the POWR Tool use.

All RMA and Logistics are handled through Cisco Logistics. Further details can be found from Cisco [Trade-in Product Return Information](#).

Hard Disk Drive(s)

To return hard disk drives (HDD), do the previously outlined steps. The previous directions apply to all HDD that are returned. If organizational security requirements dictate that the HDD must not be returned, view and complete the [Certificate of Destruction (CoD)](#) located from Cisco Trade-in Product Return Information site.

Related Information

- **[Cisco Technical Support & Downloads](#)**