



[Products & Services](#) [Product Warranties](#)

Warranty Q&A

Cisco warrants to the original end-user customer that our hardware products are free from defects in material and workmanship under normal use for the duration of the warranty period. Our standard warranty period is 90 days from the date of shipment to the customer, but some products are covered by longer warranties.

Review these frequently asked questions for information about warranty coverage and policies. To find the specific warranty that applies to your product, visit our [Warranty Finder](#).

Cisco Hardware and Software Warranty Information

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

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General Questions Regarding Warranty

Q. What is the role of a Cisco warranty?

A. Warranty is to remedy manufacturing defects, not issues relating to the proper operation of devices or systems. Cisco's standard 90-day warranty is typically a sufficient amount of time to uncover manufacturing defects not found during the robust quality assurance processes; however, some products have longer warranty periods.

Q. What is included in a Cisco warranty?

A. 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 warranty card or license agreement that accompanied the originally purchased Cisco product. 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.
- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees 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 Catalyst fixed switches are covered by the Cisco Catalyst OS software update policy. The software policy is not a part of warranty and is subject to change without notice.

Q. 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 ELLW, 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

Warranty Type	ELLW 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. What types of warranties are available for Cisco products?

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

Warranty	Entitlement Descriptions
Cisco 90-day Limited Hardware Warranty WARR-90-DAY-LTD-HW WARR-DEFAULT-90DAY	<ul style="list-style-type: none"> • 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. • 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 90-day Limited Software Warranty WARR-90-DAY-SW-TS	<ul style="list-style-type: none"> • Warranty duration: 90 days • Warranty provides that the media on which the software is furnished will be free of defects in materials and workmanship under normal use and 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.
Cisco One-Year Limited Hardware Warranty WARR-1YR-LTD-HW	<ul style="list-style-type: none"> • 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. • 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 Two-Year Limited Hardware Warranty WARR-2YR-LTD-HW	<ul style="list-style-type: none"> • 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. • 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 Three-Year Limited Hardware Warranty WARR-3YR-LTD-HW	<ul style="list-style-type: none"> • 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. • 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.

Warranty	Entitlement Descriptions
<p>Cisco Three-Year Limited Hardware Warranty with NBD</p> <p>WARR-3YR-HW-NBD</p>	<ul style="list-style-type: none"> • Warranty duration: 3 years • Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for Next Business Day (NBD) delivery. Actual delivery times might vary depending on customer location. • 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.
<p>Cisco Limited Lifetime Hardware Warranty</p> <p>WARR-LTD-LIFE-HW</p>	<ul style="list-style-type: none"> • 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. • 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.
<p>Cisco Enhanced Limited Lifetime Warranty</p> <p>WARR-ELTD-LIFE-HW</p>	<ul style="list-style-type: none"> • 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: Where available, Cisco or its service center will use commercially reasonable efforts to ship a replacement part for next-day replacement. Where next business day is not available, a replacement will be shipped the same business day if the RMA is received before the fulfillment warehouse cut-off time. Actual delivery times might vary depending on customer location. • 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.
<p>Cisco Small Business Product One-Year Limited Hardware Warranty</p> <p>WARR-1YR-RTF-HW</p>	<ul style="list-style-type: none"> • 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. • 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.
<p>Cisco Small Business Product Three-Year Limited Hardware Warranty</p> <p>WARR-3YR-RTF-HW</p>	<ul style="list-style-type: none"> • 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. • 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.

Warranty	Entitlement Descriptions
Cisco Small Business Product Five-Year Limited Hardware Warranty WARR-5YR-RTF-HW	<ul style="list-style-type: none"> 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. 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 Small Business Pro Limited Five-Year Hardware Warranty WARR-5YR-HW-SBPRO	<ul style="list-style-type: none"> Available for Cisco Small Business Pro Switch 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. 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 Small Business Product Limited Lifetime Hardware Warranty WARR-LIFE-RTF-HW	<ul style="list-style-type: none"> 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. 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 Small Business Product Enhanced Limited Lifetime Hardware Warranty WARR-LIFE-NBD-HW	<ul style="list-style-type: none"> 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 next business day delivery, where available. Otherwise, commercially reasonable efforts will be used to ship a replacement part for delivery upon receipt of the defective product at Cisco's site. Actual delivery times may vary depending on Customer location. 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 Unified Computing Three-Year Limited Hardware Warranty WARR-3YR-HW-90D-SW	<ul style="list-style-type: none"> Warranty is applicable to Cisco Unified Computing System products only. Hardware warranty duration: 3 years Hardware replacement: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within the next Cisco business day after receipt of the RMA request. Actual delivery times of replacement products might vary depending on customer location. 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.

Warranty	Entitlement Descriptions
Cisco One-Year Limited Hardware and One-Year Limited Software Warranty WARR-1YR-HW-1YR-SW	<ul style="list-style-type: none"> • 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. • 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.
Cisco Three-Year Limited Hardware and One-Year Limited Software Warranty WARR-3YR-HW-1YR-SW	<ul style="list-style-type: none"> • 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. • 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.
Cisco Optical Product 5-Year Limited Hardware Warranty WARR-5YRHW-OPTICAL	<ul style="list-style-type: none"> • 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. • 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.

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 Five-Year Limited Hardware and One-Year Limited Software Warranty WARR-5YR-HW-1YR-SW	<ul style="list-style-type: none"> • 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. • 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.

Warranty (Retired)	Entitlement Descriptions
Cisco Limited One-Year Return for Repair (RFR) Hardware Warranty WARR-1YR-RFR-HW	<ul style="list-style-type: none"> 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. 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	<ul style="list-style-type: none"> 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. 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	<ul style="list-style-type: none"> 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. 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.

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

A. You can use our [Warranty Finder](#) to determine which Cisco warranty applies to a specific product or product family.

Q. What events, activities, or actions invalidate my warranty?

A. Non-entitlement to the Cisco warranty can occur when equipment is destroyed or scrapped, is determined to be non-genuine, is purchased on the secondary or “gray” market, or is stolen. For information about non-entitlement, review the current policy document on the [Cisco Legal Website](#).

Q. Is the Cisco product warranty transferable?

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

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.

Questions Regarding Product Returns

Q. 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. 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. 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](#). Or a return may be tracked at the [Cisco Returns Portal](#).

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

A. An RMA request is treated as in-warranty as long as 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.

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

A. 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. 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. Or you may contact Cisco to check status of a return.

Q. 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. 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 part that does not meet this standard is automatically removed from inventory.

Q. Why can a Cisco Warranty RMA take longer to arrive than a Service RMA?

A. Different types of Cisco warranties are available with entitlement terms of either Return To Factory (RTF) or Advanced Replacement (A/R)*. 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. Actual delivery dates are based on local services.

Cisco Service offerings provide a number of paid support options based on planned local stocking to minimize RMA delay. 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.

*Note: Cisco no longer offers Return For Repair (RFR) Service Provider Warranties as of March 2018.

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

A. 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 sort of system-wide approach means customers need to be engaged more closely with Cisco experts, and warranty does not provide that.

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