

Cisco Small Business Product Warranty Information

Cisco warrants every Cisco® Small Business (formerly Linksys®) product to be free from defects in material and workmanship under normal use for the warranty period that applies to the particular Cisco Small Business product you have purchased. To find the length of the warranty and other specific warranty details, including the scope of the Cisco Small Business warranty and limitations on Cisco's liability to you, refer to the "Warranty Information" section of your product's user guide.

Common Questions Regarding Warranty and Product Returns

[Where can I read the Cisco Small Business limited warranty?](#)

[What are the warranty and technical support periods for Cisco Small Business products?](#)

[How do I return my Cisco Small Business product?](#)

[My Cisco Small Business product is not working, and the deadline for the reseller return policy has passed. What should I do?](#)

[How will Cisco Small Business Support Center help me?](#)

[What other support resources are available?](#)

[Do I need to send the box, manuals, disks, and power adapter when returning the product to Cisco?](#)

[Who is responsible for shipping?](#)

[What is the turnaround time for Cisco to return a replacement product?](#)

[Can Cisco determine if my unit is under warranty from the product serial number or my registration of the product?](#)

[How do I upgrade my Cisco Small Business product?](#)

[What is the procedure for a refund?](#)

[If I am located near Cisco, can I return my product in person?](#)

[Is damage from a thunderstorm covered under the Cisco Small Business warranty?](#)

[After my unit is replaced, does my warranty start all over?](#)

Q. Where can I read the Cisco Small Business limited warranty?

A. The Cisco Small Business limited warranty is displayed in the product user guide. Refer to the guide for further information. Cisco warranty information can also be accessed at http://www.cisco.com/en/US/products/prod_warranties_listing.html#~additional_warranty.

Q. What are the warranty and technical support periods for Cisco Small Business products?

A. Table 1 shows warranty periods for Cisco Small Business products.

Table 1. Covered Products and Warranty Periods

Type of Product	Covered Models	Product Warranty Period
Unmanaged switches	SD2005, SD205, SD2008, SD208, SD216, SR2016, SR216, SR2024, SR2024C, SR224, SR224G, SR224R, SD208P	Hardware: Limited lifetime Fans and power supplies: 1 year
Smart switches	SLM2005, SLM2008, SLM2024, SLM224G, SLM224G4PS, SLM224G4S, SLM224P, SLM2048, SLM248G, SLM248G4PS, SLM248G4S, SLM248P	5 years*
Fully managed switches	SFE1000P, SRW2008, SRW2008MP, SRW2008P, SRW208, SRW208G, SRW208L, SRW208MP, SRW208P, SRW2016, SFE2000, SFE2000P, SGE2000, SGE2000P, SRW224G4, SRW224G4P, SRW224P, SRW2024, SRW2024P, SRW2048, SRW248G4, SRW248G4P, SPS208G-G5, SPS224G4-G5	5 years*
Storage	NSS2000, NSS2050, NSS6000, NSS6100, NSS4000, NSS4100, NSS3000, NSS3100	3 years*
Routers and wireless	HGA7S, HGA9N, WAP200, WAP200E, WAP2000, WAP4400N, WET200, WRV200, WRV210, WAP4410N, WUSB200, RV016, RV042, RV082, RVL200, RVS4000, WRV54G, WRVS4400N	3 years*
Cameras, redundant power supplies, transceivers, and adapters	MFEFX1, MFELX1, MGBLH1, MGBSX1, MGBT1, RPS1000, WMP200, WPC200, WPC4400N, PVC2300, WVC200, WVC2300, WVC210, PVC300	3 years*
Voice systems and phones	SPA901, SPA921, SPA922, SPA941, SPA942, SPA962, SPA9000, SPA400	2 years**

*Updated warranty period and coverage are effective on products purchased after September 1, 2007.

** Voice products updated warranty period and coverage are effective on products purchased after September 1, 2007.

Technical support via telephone for Cisco Small Business products will be provided for the first 12 months following the date of purchase by the original end-user purchaser; thereafter, all technical support calls will be subject to a fee at the then-current rate.

Q. How do I return my Cisco Small Business product?

A. If you purchased your Cisco Small Business product from an authorized Cisco partner, contact the partner from which you purchased your product originally, and that partner will facilitate replacement.

If you purchased your Cisco Small Business product from a retail store, you might be able to return it to the place where it was purchased. Every store has a return time period. If you return your Cisco Small Business product within the time period designated by the retail store, online store, or other reseller (typically 30 days), you might receive store credit or reimbursement, depending on that reseller's policy on returns and exchanges. Cisco is not responsible for in-store returns or exchanges.

Q. My Cisco Small Business product is not working, and the deadline for the reseller return policy has passed. What should I do?

A. Contact the Cisco Small Business Support Center during local business hours. Click [here](#) to see the Cisco Small Business Support Center contact information.

Q. How will the Cisco Small Business Support Center help me?

A. A Cisco support engineer will determine whether the difficulty is the result of the Cisco Small Business product, whether your product contains a defect, and whether your product is under warranty. If your product requires replacement, the engineer will provide a case number, which is used to create a return materials authorization (RMA) for the warranty return and replacement processes.

Q. What other support resources are available?

- A. The Cisco Small Business Support Community is a collaborative space for partners, customers, and Cisco to share their knowledge and expertise on small-business networking and communications. Many technical support questions have already been answered and are immediately available in the online knowledgebase. If you have a new issue, you can get input from your online colleagues around the world. Visit www.cisco.com/go/smallbizsupport.

Q. Do I need to send the box, manuals, disks, and power adapter when returning the product to Cisco?

- A. Send only the defective unit and the power adapter. If your product includes a coupler or dongle, include these in your shipment. If your product is a kit and only one of the units is defective, put the model number of the particular unit you are shipping to Cisco on the RMA form.

Q. Who is responsible for shipping?

- A. To Cisco: Cisco Small Business customers are responsible for shipping the defective unit to Cisco, including brokerage fees, taxes, customs fees, and duties incurred.

From Cisco: Cisco is responsible for paying shipping charges.

Q. What is the turnaround time for Cisco to return a replacement product?

- A. Typically, Cisco will ship a replacement product to the address you provide one to three business days after receiving and processing your defective product.

Q. Can Cisco determine if my unit is under warranty from the product serial number or my registration of the product?

- A. No. Your product warranty depends on when you purchased your unit and whether you have a proof of purchase (receipt, invoice, or packing slip). The Cisco Small Business Support Center requires your proof of purchase in order to verify your product is under warranty.

Q. How do I upgrade my Cisco Small Business product?

- A. Cisco does not offer refunds or product upgrades. Cisco will replace defective products under warranty for the same product only.

Q. What is the procedure for a refund?

- A. Refunds are provided by the Cisco Small Business reseller within the period of time the reseller allows. Cisco does not provide refunds. There are no exceptions.

Q. If I am located near Cisco, can I return my product in person?

- A. Cisco does not accept walk-ins. Cisco requires all returned merchandise to be shipped to Cisco. There are no exceptions.

Q. Is damage from a thunderstorm covered under the Cisco Small Business warranty?

- A. The Cisco Small Business warranty does not cover natural disasters. Cisco recommends you plug your product into a surge protector before use.

Q. After my unit is replaced, does my warranty start all over?

- A. No. Your warranty continues from the original date of purchase.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

CCDE, CCSI, CCENT, Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco Nurse Connect, Cisco Stackpower, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0903R)