



Cisco Integrated Customer Experience

Cisco Naperville Repair Services - Questions and Answers

Q. What number can I call if I want to request an RMA and/or have questions about the request process?

A. You may call us at 1-800-553-2447, Option 3 or 1-408-526-7209, option 3.

Q. Where can I email a request for an RMA and/or send questions about the request process?

A. You may email us at npvrmarequest@cisco.com.

Q. Where do I return my products for repair?

A. Please see your RMA Acknowledgement document for the return address.

Q. Why is the Naperville Service Center no longer available for servicing?

A. Cisco is transitioning all Service Provider Video product servicing to a centralized Cisco Service Supply Chain Center.

Q. Will I be required to pay for customs and duty tax?

A. Yes. All customs and duty tax will now be covered by the customer.

Q. Why is Cisco no longer offering to manage the custom clearance process for customers?

A. Cisco has moved to Flat Rate repair pricing. Customs and duty do not apply to all customers and cannot be incorporated into the Flat Rate Repair price.



Q. What happens if I do not clear credit verification for an incident-based repair request and I want to get an RMA?

A. If there is any issue with your credit status or additional information is needed to complete the RMA for an incident-based repair request, customer service will contact you.

Q. What is included in the “Flat Rate Repair” service?

A. The flat rate pricing is a set price for the repair of the product which includes the outbound freight costs.

Q. What can I do if I have received an End-of-Support notice but I really would like to repair my product?

A. If you have received an End-of-Support notice, this means that the product you have purchased will no longer be supported for repair as no parts will be inventoried for servicing. You may contact your Account Manager to find alternative product offerings and upgrades which may meet your business needs.

Q. If I have an RMA in process for product I have shipped to Naperville, Illinois, do I need to do anything different?

A. No. You should continue with the RMA process.

Q. Where can I get an estimate for the product repair cost?

A. The repair pricing is a flat rate by product and available on the Global Repair Price list.

Q. If my product is out of warranty, can I still have it serviced?

A. Yes. You can purchase either an Advanced Replacement or Flat Rate Repair service by contacting your Account Manager or Channel Partner.



Q. I purchased product from Cisco through a Partner, how do I get an RMA?

A. Please contact your Channel Partner directly to initiate the RMA request process.

Q. Can I still request an RMA if I am no longer a direct Cisco customer?

A. Yes. Please work with your Channel Partner or Distributor to initiate the RMA request process.

Q. Where do I register for a Customer Connection On-line User ID (CCOID)?

A. If you do not currently have a Customer Connection On-line User ID (CCOID), please register at <https://tools.cisco.com/RPF/register/register.do>.

Q. Is there an RMA Request form I can use to submit my RMA request via email?

A. Yes, you may complete the RMA Repair request form and email your completed form to npvrmarequest@cisco.com. See pages 4-5 for the RMA Request Form.



Return Material Authorization (RMA) Request Form (1 of 2)

Your Account Information

Bill to:

Company Name:	
Street Address:	
City:	
State:	
Zip Code:	
Country:	
Contact:	
Phone:	
Fax:	
E-mail address:	

Ship to:

Same as Bill to information (no need to complete Ship to information if checked)

Company Name:	
Street Address:	
City:	
State:	
Zip Code:	
Country:	
Contact:	
Phone:	
Fax:	
E-mail address:	

Purchase Order, Warranty and General Instructions

Your PO# for Repair - Authorized by (if no PO provided):	
Original PO number(s) under which the Unit(s) were shipped, if possible:	
Method of Payment:	
Service Contract if Any:	



Return Material Authorization (RMA) Request Form (2 of 2)

Product to be repaired

Item #	Qty	Model/Part No.	Serial No (if applicable)	Symptom or Problem
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Your Special Instructions