

## Cisco Accidental Damage Protection Service

This document must be read in conjunction with [How Cisco Provides Services](#), which is incorporated into this document by reference.

This document describes Cisco's Accidental Damage Protection Service, which is only orderable during the warranty period for the supported Product.

### Cisco Responsibilities

- Cisco will provide the various Service described below as selected and detailed on the PO for which Cisco has been paid the appropriate fee.

#### Technical Support

1. Cisco will provide access to TAC twenty-four (24) hours per day, seven (7) days per week.
  1. Response times for Severity Levels 1 and 2 calls are within one (1) hour.
  2. Response times for Severity Levels 3 and 4 calls:
    - During Business Hours - within one (1) hour.
    - Outside of Business Hours - within the Next Business Day during Business Hours.

#### Online Access

2. Access to Cisco.com, which provides You with helpful technical and general information on Cisco Products as well as access to Cisco's on-line Software Central library. Please note that access restrictions identified by Cisco may apply.

#### Returns Material Authorization (RMA)

3. Advanced hardware parts replacement, with onsite services as additional options availability varies by location, subject to geographic and weight restrictions depending upon Your location. If You have not purchased an RMA Service Level, then no hardware replacement services will be provided.
4. **8x5xNext Business Day (8x5xNBD):** Where Next Business Day delivery is available, an Advance Replacement will ship to arrive the next Business Day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If You make a request after 3:00 p.m. Depot Time, Cisco will ship the Advance Replacement the next Business Day.
5. Where Next Business Day delivery is not available, same day shipping will be provided. Under same day shipping, Advance Replacement will ship from the serving depot location that same Business Day, provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. Determinations that occur after 3:00 p.m. Depot Time will be shipped the following Business Day
6. Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2010). All other Advance Replacement will be shipped Delivered at Place (DAP) (Incoterms 2010), exclusive of any import duties, taxes and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Your expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. Cisco will provide You with Advance Replacement(s) that are either new or equivalent to new.

7. In addition to the Advance Replacement Service described above, Cisco will provide a **one (1) time only** replacement service on 8x5xNBD basis for failed Hardware because of either a cracked screen or an unexpected and unintentional external event (drops and spills) that arise from normal daily usage.
8. Cisco will not provide support or replacement of Hardware that is altered, modified, destroyed, obtained on secondary market, stolen or scrapped.

## Customer Responsibilities

- Provide thirty (30) days' notice of: (1) requested additions to Your equipment list and (2) Products that have been moved to a new location. Services will be provided to You beginning thirty (30) days of receipt of such notification.
- Defective parts must be returned in accordance with the [Cisco RMA Policy for Warranty and Hardware Support Contract Returns](#).
- You are responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made. It is important to return only the components for which replacements have been provided. Accessories and other modular components should be transferred to the replacement device and not included with the return item. Cisco is not responsible for excess items returned in error.
- Packages for replacement in accordance with this subsection will be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees. Customers under a current service maintenance contract for the replacement hardware or participating in Cisco's Trade In program may be able to schedule a pickup of authorized returns at no additional charge using Cisco's Product Online Web Returns (POWR) tool located at [www.cisco.com](http://www.cisco.com).
- You are responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.
- You will permit the Data Collection Tools to access all Customer network devices managed by the inventory collection process. If You elect to disable collection features or uninstall the Data Collection Tools, You acknowledge that Cisco will be unable to provide certain elements of the service.