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## **Requesting an RMA - Mainland China**

The policy described below (“Mainland China Return Policy”) applies only to Cisco Meraki products shipped to mainland China and is provided for reference purposes only. In the event of a conflict in language between the Chinese translation and the English version of this policy, the English version will control. In addition, in the event of a conflict between the terms of the Cisco Meraki Return Policy and this Mainland China Return Policy, this Mainland China Return Policy shall prevail only with respect to Cisco Meraki products shipped to mainland China.

### **Refund Requests**

Refund requests will not be accepted for any Cisco Meraki products shipped to mainland China.

### **Warranty Returns**

Cisco Meraki stands behind its products. Cisco Meraki hardware products come with the following warranty periods:

| <b>Product</b>      | <b>Warranty Period</b> |
|---------------------|------------------------|
| MS Products         | Lifetime**             |
| MX Products         | Lifetime**             |
| MR Indoor Products  | Lifetime**             |
| MR Outdoor Products | 1 year                 |
| MT Indoor Products  | 3 years                |
| Accessories*        | 1 year                 |

\*Original and replacement modular power supply units and fans for MS and MX Products included in lifetime warranty.

\*\*Product lifetime ends concurrently with product End-of-Support (EOST) Date as described in Cisco Meraki’s [End of Life \(EOL\) Policy](#).

If you are experiencing hardware issues for any product under warranty (as described above), please contact Cisco Meraki technical support by logging in to dashboard (Help > Get help) or by [calling us](#). If your warranty RMA request is approved, Cisco Meraki will ship your replacement and include instructions to schedule pickup of the defective hardware device in the box. Return shipping costs will be paid by Meraki. If you require **advance replacement**, please inform your Cisco Meraki technical support rep. Advance replacement orders will ship within 1 business day.

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Additional information about Cisco Meraki's hardware warranty can be found in the [End Customer Agreement](#).

### **Meraki Now**

Contact your Meraki sales representative or [merakinow@cisco.com](mailto:merakinow@cisco.com) for more information.

For replacement of Meraki products covered by [Meraki Now](#) services, please [call Meraki technical support](#) and request **Meraki Now advance replacement**. Please include the Meraki Now service tier and affected device serial number (SN) with your request.

### **Warranty Return Shipment Preparation**

- Please return units in their entirety. Include all power supplies, antennas, and other components along with the original product box.
- Please use the original shipping carton and packaging material. If this is not possible, use another shipping carton with padding to protect the units from damage during shipping. **DO NOT** ship a product without a carton.
- The customer will be charged for product that is damaged due to insufficient packaging.
- If Cisco Meraki approves your RMA request, you will receive email instructions for scheduling pickup of the device. Cisco Meraki will pay for return shipping for warranty replacement return shipments.
- Once you have received your RMA number via email from Cisco Meraki, write this RMA number in large letters on the exterior of the shipping carton. Shipments to Cisco Meraki without an RMA approval will not be processed.

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## **退货授权 (RMA) 信息 - 中国大陆**

下述政策（“中国大陆退货政策”）仅适用于发往中国大陆的思科 Meraki 产品，仅供参考。如本政策中文译文与英文版本之间存在冲突，以英文版本为准。此外，如果思科 Meraki 退货政策的条款与本中国大陆退货政策的条款存在冲突，以本政策为准，但仅适用于发往中国大陆的思科 Meraki 产品。

### **退款申请**

对于任何发往中国大陆的思科 Meraki 产品，不接受退款申请。

### **保修退货**

思科 Meraki 为其产品提供有力支持。思科 Meraki 硬件产品提供的保修期限如下所示：

| 产品      | 保修期限 |
|---------|------|
| MS 产品   | 终身** |
| MX 产品   | 终身** |
| MR 室内产品 | 终身** |
| MR 室外产品 | 1 年  |
| MT 室内产品 | 3 年份 |
| 配件*     | 1 年  |

\*对于 MS 和 MX 产品，其原始和更换的模块化电源装置及风扇已纳入终身保修范围。

\*\*根据思科 Meraki [产品周期终止 \(EOL\) 政策](#) 的规定，产品生命周期终止日期与产品支持终止 (EOST) 日期为同一天。

如果您的任何产品在保修期（如上文所述）内遇到硬件问题，请通过以下方式联系思科 Meraki 技术支持：登录控制面板（帮助 > 获取帮助）或[拨打电话](#)。如果您的保修 RMA 申请获得批准，思科 Meraki 将向您发运更换部件，并随包装盒提供有关收取缺陷硬件设备时间安排的说明。退货运费将由 Meraki 支付。如果您需要备件先行更换服务，请通知您的思科 Meraki 技术支持代表。备件先行更换订单将在 1 个工作日内发货。

在[最终客户协议](#)中，可以找到有关思科 Meraki 硬件保修服务的其他信息。

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## **Meraki Now**

更多信息，请联系您的 Meraki 销售代表或发送邮件至 [merakinow@cisco.com](mailto:merakinow@cisco.com)。

如需更换 [Meraki Now](#) 服务覆盖的 Meraki 产品，请致电 [Meraki 技术支持](#) 并申请 Meraki Now 备件先行更换。请在申请时提供 Meraki Now 服务级别以及受影响设备的序列号 (SN)。

## **保修退货发货准备**

- 请完整退回设备。包含所有电源、天线和其他组件以及原始产品包装盒。
- 请使用原始装运箱和包装材料。如果无法做到这一点，请使用其他装运箱及填充物，以避免装运过程中设备损坏。请务必使用装运箱装运产品。
- 对于因包装不妥而损坏的产品，我们将向客户收取费用。
- 如果思科 Meraki 批准了您的 RMA 申请，您将收到含有取件时间安排说明的电子邮件。思科 Meraki 将支付保修更换退货的退货运费。
- 您通过电子邮件收到思科 Meraki 为您提供的 RMA 编号后，请将此 RMA 编号用大写字母写在装运箱外侧。未经 RMA 批准发往思科 Meraki 的货物将不予处理。