

## **Requesting an RMA - India**

The policy described below (“India Return Policy”) applies only to Cisco Meraki products purchased off the Global Price List - India and is provided for reference purposes only.

In the event of any conflict or inconsistency between the terms of this India Return Policy and any other Meraki return policy, the terms of this India Return Policy shall prevail only with respect to Cisco Meraki products purchased off the Global Price List - India.

### **Refund Returns**

Refund returns (returns for credit) will not be accepted for orders purchased off the Global Price List - India.

Refund returns will continue per global returns policy for products purchased off the Global Asia-Pac Price List in US dollars (USD).

### **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**
MG Products	Lifetime**
MR Outdoor Products	1 year
MT Indoor Products	3 years
MV Products (except MV21, MV71 and MV2)	5 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](#).

\*\*\*MV21, MV71 and MV2 warranty is 3 years.

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 Cisco Meraki. If you require **advance replacement**, please inform your Cisco Meraki technical support rep. Unless you have purchased **Meraki Now**, advance replacement orders will ship within 1 business day on a best-case effort basis.

Cisco Meraki will provide warranty support on the ship-to location of the hardware on a sale order that was processed with Cisco. Please consult your reseller to confirm the original ship to location. Hardware that is relocated from its original ship to location is subjected to impacted warranty service on a best effort case. Best Case effort involves Cisco shipping the hardware direct to the end customer in any location, and you are responsible for all import formalities and costs associated with importation.

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

### **Meraki Now**

Meraki Now RMA services are available in India. Contact your Meraki sales representative or [merakinow@cisco.com](mailto:merakinow@cisco.com) for more information.

When available, 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.

### **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, Cisco Meraki will ship your replacement and include instructions to schedule pickup of the defective hardware device in the box and via email
- 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.

### **Trials Policy**

As of July 28th, 2019, Cisco Meraki's free trials program has been discontinued for Meraki hardware in India. License trials will continue under the standard Terms and Conditions made available at the time of trials registration.