



## Service Description:

### Set-Top-Box Extended Warranty Hardware Support Service

This document describes Cisco's Extended Warranty Hardware Support Services option that is available to support your Cisco Set-Top-Box (STB) Products and is only available at point of purchase of Cisco Product.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

**Sale from Cisco Authorized Reseller.** If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; it is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

#### Extended Warranty Support Service

##### Cisco Responsibilities:

For the duration of the Extended Warranty Hardware Support Service purchased by Customer, Cisco or its service center will use commercially reasonable efforts to repair or replace the defective product, at Cisco or its service center's sole option, and ship the repaired or replacement part, as applicable, for delivery within fifteen (15) working days after receipt of the defective product at Cisco's site. Actual delivery times of the repaired or replacement products may vary depending on Customer location. Software support is not included in this Extended Warranty Hardware Support Service.

Cisco's standard warranty terms and conditions apply to all extended warranties. Information is available at this URL, [www.cisco.com/go/warranty](http://www.cisco.com/go/warranty).

Cosmetic repairs, no problem found (NPF), unable to duplicate (UTD), beyond economic to repair (BER), uneconomical to repair (UTR), Customer Misuse and Foreign Object/Contamination are not covered under the terms of Cisco's warranty terms and conditions.

Cisco offers STB Extended Warranty Support Service at the Technical Service (TS) List Price.

STB Extended Warranty Support Service can only be purchased to provide a maximum of 2 years warranty (i.e., for year 4 and year 5) on products (STBs) manufactured by Cisco. Standard hardware product warranty for STBs is 3 years.

##### Customer Responsibilities:

Orders for Cisco's STB extended warranty must be placed at point of sale (POS).

Payment for STB Extended Warranty must be upfront, i.e., not at the end of the extended warranty period.

Customer is responsible for the inbound freight costs, Cisco will pay for the return ground freight costs for legitimate RMAs. If airfreight is requested additional charges will be added to the repair invoice regardless of the warranty status of the equipment.

Return to Cisco any defective or returned Product in accordance with Cisco's RMA procedure described at [www.cisco.com](http://www.cisco.com).

Customer is responsible for the following when returning Product to Cisco: (a) proper packaging, including description of failure and written specifications of any other changes or alterations and (b) tagging each Product returned with the RMA transaction number.