

Cisco Policy: Third Party Components

Cisco Policy-

“The Cisco policy for support and warranty services for the use of third-party memory, cables, or gigabit interface controllers (GBICs) is as follows:

- When a customer reports a product fault or defect and Cisco believes the fault or defect can be traced to the use of a third-party memory product, cable, or GBIC installed by a customer or reseller, then, at Cisco's discretion, Cisco may withhold support under warranty or a Cisco support program such as SmartNet™ service.
- When a product fault or defect occurs in the network, and Cisco concludes that the fault or defect is not attributable to the use of third-party memory, cables, or GBICs installed by a customer or reseller, Cisco will continue to provide support for the affected product under warranty or covered by a Cisco support program.

The nature of the defect or error is the key to determining Cisco support obligations. Should you require additional Cisco memory, cables, and GBICs for your Cisco networking products, please contact Cisco sales or Cisco authorized resellers. Customers that choose to install or use third-party memory, cables, or GBICs do so at their own risk.”

http://www.cisco.com/warp/public/cc/serv/mkt/sup/tsssv/wnty/3ptyd_ai.pdf

What Does This Mean to The Consumer?

- 1) The router or switch will still be covered under SmartNet when using *T.U.G.* Approved Memory and GBICs.
- 2) Approved Memory or GBICs procured from *T.U.G.* is sourced from the manufacturers who manufacture this product for Cisco. All products have passed Cisco testing and qualification for compatibility and quality.
- 3) *T.U.G.* offers a Lifetime Warranty and overnight cross ship replacement for defective product.
- 4) Cisco resellers can sell and consumers can install Approved memory and GBICs procured from *T.U.G.* in their networks without jeopardizing their warranty and support programs offered by Cisco.

Why Buy Cisco Approved Memory and GBICs?

By offering your customers *The Upgrade Group, Inc.* Cisco Approved products, you will be able to maintain a more cost effective solution, increase margins, and stay competitive in your industry. Our competitive pricing, availability, and quality products will allow you to explore opportunities previously unattainable. While offering a solution at a much reduced price, your customer and your bottom line will each be grateful.

- Prices Between 50% and 90% Off Cisco List
- West Coast Shipping for Late and Mission Critical Orders
- Rapid Availability and Overnight Shipping on Most Products
- Lifetime Warranty and 100% Guaranteed Compatibility on all Memory Products

Keep in mind...YOU are the customer! As a customer you have the right to choose who to buy your product from.

THE UPGRADE GROUP, INC.

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