



Cisco Spam & Virus Blocker 30-Day Money-Back Guarantee

Return Process



If you have a customer that would like to return the Cisco® Spam & Virus Blocker under the terms of the 30-day money-back guarantee, please follow these steps to complete the return.

Step 1

Verify that the customer received the Cisco Spam & Virus Blocker within the past 30 days.

Step 2

Have the customer return the product to you in its original packaging.

Step 3

Follow the standard return process for the distributor from which you originally purchased the product.

Step 4

You will receive a credit from your distributor within the typical timeframes for returns. Cisco will not refund shipping, handling, import/export or tax duties associated with Blocker.