



The bridge to possible

Cisco product takeback: Simple. Secure. Sustainable.



Are you ready to return your end-of-use products to Cisco? Follow this chart to find out what to do next.

We will pick up your equipment for free and ensure it goes to its next best use.

By reusing and recycling **99.9%** of what we take back, we can create a more sustainable planet together.



Start

Do you have end-of-use Cisco* products you would like responsibly and securely disposed?

Yes

*All Cisco products are accepted, and non-branded products are accepted with pre-approval.

No, I need help with a different type of return.

Are these Meraki products?

Yes (Meraki Try and Buy)

Visit the Cisco Returns Portal for products that are under service contract, recently purchased, or other types of returns.

Can your products be powered on?

Yes

I'm not sure

No

Yes (not Meraki Try and Buy)

Use the Customer Recycling Solutions web form.

Where are the products located?

United States, United Kingdom or European Union

Other countries*

Which of these best describes you?

I am willing to enter serial numbers or product IDs to get end-to-end visibility of my return.

Use the Cisco Returns Program web platform.

I prefer a mobile app experience that requires limited inputs.

Use the Send IT Back mobile app. Download from the Apple App Store or Google Play.



*The program is currently available in 100+ countries. Please contact product-asset-recovery@cisco.com for assistance.

Have questions? Check out our [FAQs](#).

Still need help? Visit our [website](#) or email product-asset-recovery@cisco.com.

If you are in the United States, you can also call 1 844 973 8876.

