Send IT Back™ – Fast and Easy Product Return

Send IT Back — CISCO

1. Send IT Back mobile app

- Download from Apple App Store or Google Play
- Only for intact Cisco equipment
- Available in these countries:
  - United States
  - United Kingdom
  - 27 European Union countries

2. Don't use Send IT Back if another return process has been submitted

On Cisco's product return portal
- Takeback & Reuse (TB&R)
- Exceptional Pickup Program (EPuP)

In Cisco's CCW sales tool
- Migration Incentive Program (MIP)

3. Fast-and-easy pickup

- Obtain a cisco.com account (instructional video; recording password = SendITBack2)
- Package equipment for shipment
- Using Send IT Back (iPhone or Android):
  - Take a photo of packaged equipment ready for pickup
  - Tap the Submit button to initiate pickup request

Please consolidate multiple requests into a single request when practical.
Read our two-page handout for more detail.
We welcome your feedback:
- In the mobile app using the Contact Us feature in the upper left menu
- Email: sitb_operations@cisco.com