**Cisco Store: Orders and Returns**

**When will I receive my order?**

In-stock products typically ship the next business day after you’ve placed your order. Once the order has been dispatched, you will automatically be sent a tracking number to the email address that you provided during checkout. The delivery time will depend upon your selected shipping method and where the order is being shipped.

**When will I receive a product if it's on back order?**

We regularly review inventory levels to minimize the number of out-of-stock items. Unfortunately, there can be factors that are outside of our control – such as the manufacturer having no inventory – which would lead to an item being temporarily out of stock on the Cisco® Store. Typically, we receive inventory of back-ordered items within one to four weeks. Once the item has been dispatched to you, you will be sent an email with the tracking number.

**How much is the shipping for my order?**

Shipping charges are calculated based upon the total volume and weight of your order. The website has an integration with UPS so that you receive the most up-to-date freight charges. During checkout, once you’ve entered your shipping address, you will have a choice of freight services, from Next Day to Ground. Each of these options will show the related shipping fee.

**Can products be shipped to PO boxes?**

Our chosen freight partner is UPS. Unfortunately, UPS does not currently ship to PO box addresses.

**Will I be charged sales tax?**

In states where our commerce service provider and fulfillment partners have operations, we are required to charge sales tax on product purchases as well as shipping and handling. The Cisco Store currently collects sales tax in the following states: California, North Carolina, New York, Illinois and Texas.

**What is the policy and process for returns?**

Products that have not been used and are in new condition may be returned within 30 days at the cost of the buyer, Cisco do not cover return fees. Please email [merchstore-help@external.cisco.com](mailto:merchstore-help@external.cisco.com) and a member of the team will be happy to help arrange this for you.

**Can I place an order via telephone or email?**

We ask and encourage you to place your order online, as you’ll receive an instant confirmation that your order has been placed. If you would prefer to place your order by email, please contact us at [merchstore-help@external.cisco.com](mailto:merchstore-help@external.cisco.com) and a member of the team will respond within 4 hours during business hours. Alternatively, you can call a member of the team at 646.603.6925 between 9 a.m. and 7 p.m. EST Monday through Friday.

**How can I track my order?**

Once your order has been dispatched, you will automatically be sent an email with the tracking information for your package. Alternatively, you can check your order status in the My Account section of the website.