

# LATIN AMERICA – RETURN INSTRUCTIONS (ADVANCE REPLACEMENT ONLY)

These instructions are applicable if a Return Material Authorization (RMA) request has been created with Juniper Networks.

Please be aware that Juniper Networks has a ten (10) business day standard returns policy for advance replacement support contracts.

If additional time is needed in order to return the defective item(s) to Juniper Networks, please contact us using the information below. Please have the model/part number and serial number(s) of the individual unit and your Return Material Authorization (RMA) number for reference.

## **Juniper Networks Asset Recovery Group – Contact Information**

1-866-224-6192 (US) - 1-508-623-0813 (International)

Email to: [Asset-Recovery@juniper.net](mailto:Asset-Recovery@juniper.net)

**Step 1:** Only return the defective item. DO NOT return cables, software, mounting brackets, manuals, or other non hardware related items. Juniper is NOT responsible for any additional items that may be sent back in the package.

**Step 2:** Pack defective part in the original static protection bag/foam and re-use the original Juniper Networks packaging/box that the replacement item was received in. Close and tape the box securely to ensure it will not come open during shipment.

**Step 3:** It is required to clearly label and write the assigned Return Material Authorization (RMA) number for the defective item being returned on the box/package.

**Step 4:** Contact Juniper Networks Asset Recovery at 1-866-224-6192 (US), 1-508-623-0813 (Int'l) or email [asset-recovery@juniper.net](mailto:asset-recovery@juniper.net) to advise of the return, and please reference the Return Material Authorization (RMA) number and return waybill tracking number in your communication. Juniper Asset Recovery will coordinate a scheduled pickup with the local courier in your area.

**\*\*PLEASE MAKE SURE THE RMA NUMBER IS LABELED CLEARLY ON THE RETURN PACKAGE\*\***

**\*\*PACKAGES RETURNED WITHOUT AN RMA REFERENCE NUMBER MAY NOT BE PROPERLY CREDITED\*\***



ENGLISH

Do not return the cables, manuals, or mounting hardware

Pack/return item in original packaging and securely seal

Write the RMA number on the outside of the box/package

Prepare for shipment back to Juniper

Call Juniper Asset Recovery to advise of return and schedule pick up

SPANISH

No devolver cables, manuals de usuario ni componentes varios

Embalaje/Devolver la mercancía dentro del paquete original debidamente cerrado

Indicar de forma visible, el numero de RMA en la parte externa del embalaje

Prepárese para el envío de retorno a Juniper

Llame a Recuperación de Activos Juniper para aviso de retorno y agendar recuperación

PORTUGUESE

Não retorne cabos, manuais ou peças de montagem.

Retorne o item na embalagem original e devidamente selada.

Escreva o número do RMA fora da caixa/pacote

Prepare-se para o envio de volta à Juniper

Ligue para a Recuperação de Ativos Juniper, informe sobre o envio e agende a coleta

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To purchase Juniper Networks solutions, please contact your Juniper Networks representative at 1-866-298-6428 or authorized reseller.

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