



LATIN AMERICA – RETURN INSTRUCTIONS

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

This shipment may include a pre-paid waybill and/or a return address label. 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 at 1-866-224-6192 (US), 1-508-623-0813 (Int'l) or at Asset-Recovery@juniper.net. Please have the model / part number & serial number(s) of the individual unit and your Return Material Authorization (RMA) number for reference.

- **Step 1:** Complete a Return Waybill and/or return address label for the shipment of the defective Return Material Authorization (RMA) unit.
- **Step 2:** 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 3:** 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 4:** Place the waybill and/or return address label on the outside of the return package.
- **Step 5:** 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 and waybill.
- **Step 6:** Call carrier or freight forwarder for pick-up of material, and record your tracking number for future reference.
- **Step 7:** Contact Juniper Networks Asset Recovery at 1-866-224-6192 (US), 1-508-623-0813 (Int'l) or email 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.

****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

Complete the return waybill/tracking form	Do not return the cables, manuals, or mounting hardware	Pack/return item in original packaging and securely seal	Address package with proper return address	Write the RMA number on the outside of the box/package	Arrange the shipment back to Juniper	Call Juniper Asset Recovery to advise of return
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Spanish

Para la Devolución completar la Hoja de ruta/ Albaran de Transporte	No devolver cables, manuales de usuario ni componentes varios	Embalaje / Devolver la mercancía dentro del paquete original debidamente cerrado	Indicar en el paquete la dirección completa de devolución	Indicar de forma visible, el numero de RMA en la parte externa del embalaje	Prepare el envío a la atención de Juniper	Informe al Centro de Autorización de Juniper de la devolución (numero de RMA y hoja de ruta
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Portugese

Complete a Nota de Despacho / formulário de rastreamento.	Não retorne cabos, manuais ou peças de montagem.	Retorne o item na embalagem original e devidamente selada.	Identifique o pacote com endereço correto de retorno.	Escreva o número do RMA fora da caixa / pacote	Retorne o item na embalagem original e devidamente selada.	Ligue para a Juniper Asset Recovery para avisar sobre o envio.
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For pick ups/returns, please use the following numbers:

COUNTRY	NUMBER	COUNTRY	NUMBER
Argentina	(54 11) 47179400	Mexico	(5255) 33000000
Brazil	(55 11) 32181000	Panama	(507) 2691972
Chile	(56 2) 4993600	Peru	(511) 618-5000
Colombia	(571) 4238775	Puerto Rico	(787) 6538012
Ecuador	(5932) 2411425	Venezuela	(58212) 2388511
Guatemala	(502) 24239898		

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