

# EMEA – RETURN INSTRUCTIONS EUROPEAN UNION (EU) COUNTRIES

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 (International) or at [Asset-Recovery@juniper.net](mailto:Asset-Recovery@juniper.net). Please have the model/part number and 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](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.

**\*\*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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ARABIC

و نحلل بلط دادع هعباتما	لباوك يا عجت ال ليلد تاودأ يا أو مادختسإلا طبر	داوملا جح و دادع اه عاجرتسإ دارملا يف تناك امك و يلصألا اه غضو نامأب اهمج	عاجرإلا ناونع غضو لكنشب لبقستسملل حيحص اهنحش متيل	يطعملل حقدلا بتكأ يلع (RMA) قودنصللا	و نحلل دادع اهميسلست اهنحش متيل ربيزوج كلرشل	كلرشل يلع لصلتأ مهرابحإل ربيزوج هنحلل لاسداب
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DUTCH/NEDERLANDS

Vul vrachtbrief en/of retourlabel in	Stuur geen kabels, handleidingen of software mee	Verpak item in originele verpakking en sluit deze zorgvuldig	Vermeld correct adres op verpakking	Schrijf RMA nummer op buitenkant verpakking	Regel verzending naar Juniper	Informeer Juniper Asset Recovery over zending
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FRENCH/FRANCAIS

Compléter la lettre de transport aérien/ le formulaire de suivi	Ne pas renvoyer de câbles, de modes d'emploi ou de pièces de montage	Réintroduire l'unité dans son emballage d'origine et sceller l'emballage	Indiquer correctement l'adresse de retour complète	Faire apparaître le Numéro d'Autorisation de Retour à l'extérieur du colis	Envoyer le colis à Juniper	Compléter la lettre de transport aérien/ le formulaire de suivi
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GERMAN/DEUTSCH

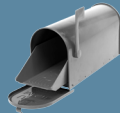
Füllen Sie den Frachtbrief/das Tracking Formular aus	Bitte retournieren Sie keine Kabel, Handbücher oder Montagezubehör - diese werden bei Austauschlieferung nicht ersetzt!	Verpacken und retournieren Sie das Produkt in Origin alverpackung und verschliessen sie es sorgfältig	Beschriften Sie die Verpackung eindeutig mit der vollständigen Rücksendeadresse	Schreiben Sie die RMA Nummer deutlich lesbar aussen auf die Versandverpackung	Veranlassen Sie die Rücksendung zu Juniper.	Rufen Sie Juniper Asset Recovery an um sie über die Rücksendung zu informieren
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ITALIAN/ITALIANO

Compilate il modulo di spedizione/ricerca	Non rispeditte cavi, manuali o componenti vari	Rispeditte gli articoli nel loro imballaggio originale correttamente chiuso/sigillato	Indicate sempre l'indirizzo completo del destinatario: via, centro di autorizzazione, numero civico, codice postale, nome di una persona da contattare e numero di telefono	Scrivete chiaramente il numero di RMA sulla parte esterna del pacco	Intestate il pacco da rispeditte all'attenzione di Juniper	Informate il centro autorización Juniper dell'avvenuta spedizione
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POLISH/POLSKI

Wypełnij powrotny list przewozowy/ formularz przesyłki	Nie wysyłaj z powrotem kabli, podręczników oraz części mocujących	Zapakuj i wyślij przedmiot w bezpiecznie zamkniętym oryginalnym opakowaniu	Zaadresuj paczkę poprawnym adresem zwrotnym	Napisz numer RMA na wierzchu pudełka/paczki	Zorganizuj wysyłkę z powrotem do Junipera	Zadzwoń do Junipera do działu odzyskiwania mienia (Juniper Asset Recovery) w razie pytań odnośnie zwrotu
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PORTUGUESE/PORTUGUES

Completar a nota fiscal de retorno	Não devolver cabos, manuais ou demais componentes	Empacotar/ retornar item em embalagem original e devidamente lacrado	Enderace o pacote com o Enderece de retorno apropriado	Preencha o numero de RMA no lado de fora da caixa/ pacote	Providencie a entrega da mercadoria aos cuidados da Juniper	Contacte o departamento "Centro de Autorização da Juniper", informando o retorno da mercadoria e número de RMA
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RUSSIAN /РУССКИЙ

Заполните транспортную накладную/ транспортировочный бланк	Не нужно возвращать кабель, инструкцию или монтажные детали назад в Juniper	Запакуйте деталь в оригинальную упаковку и надежно заклейте коробку	Укажите правильный адрес получателя	Напишите RMA# (номер RMA) на коробке/ упаковке	Организируйте отсылку детали/ посылки в Juniper	Проинформируйте по телефону Juniper Asset Recovery о посылке
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SPANISH/ESPAÑOL

Para la Devolución completar la Hoja de ruta/ Albaran de Transporte	No devolver cables, manuals 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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For pick ups/returns, please use the following numbers:

COUNTRY	NUMBER	COUNTRY	NUMBER
Austria	0810-006630	Ireland	1800 575757
Belgium	078 250877	Italy	800 877877
Czech Republic	800 181111	Netherlands	0800 0991300
Denmark	080 302222	Poland	022 5340000
Finland	0800 1877877	Portugal	707 232323
France	0821 233877	Spain	902 888820
Germany	0800 8826630	Sweden	020 788799
Greece	2109984 000	United Kingdom	08457 877877
Hungary	0640 989898		

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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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