ASIA PACIFIC – 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 (International) or at Asset-Recovery@juniper.net.

**Step 1**: Only return the defective item.

If you have a defective chassis please only return the chassis and no other components inside. Do not return chassis power supply units, fan trays, filters, mounting brackets or cables along with the chassis unit. Juniper Networks will not be responsible for the return of any **ADDITIONAL** items shipped against an RMA. For further information, please contact our JTAC support.

**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.

Please clearly mark the following details on the box being returned:

- **RMA Number:**
- **Part Number:**
- **Serial Number:**

**Step 3**: If a Return Waybill and/or return address label is **provided** in your shipment, complete the document/label for the shipment of the defective Return Material Authorization (RMA) unit. **Otherwise**, 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 the return waybill tracking number in your communication.

**Step 4**: Place the waybill and/or return address label on the outside of the return package.

**Step 5**: Call carrier or freight forwarder for pick-up of material, and record your **tracking number** for future reference.
**Step 6:** Email Juniper Networks your tracking number or the proof of delivery so that we may track your shipment to the receiving location.

**Please feel free to contact Asset-Recovery@juniper.net should you have any questions or concerns regarding your RMA. Please mention your case number and RMA number in the Subject line of your email**

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

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