

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. 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.

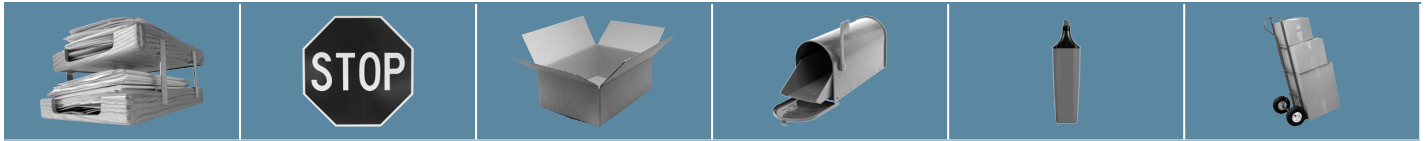
Step 6: Call carrier or freight forwarder for pick-up of material, and record your tracking number for future reference.

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 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
JAPANESE					
ジュニパーのウェブサイトにて返却先をご確認下さい。	ケーブル、マニュアル、取付け金具は返却しないで下さい。	返却品は元の外箱に入れ、しっかりと封をしてください。	パッケージに適切な返却先住所をご記入下さい。	箱/パッケージの外側にRMA番号をご記入下さい。	ジュニパーへ返却出荷手配をして下さい。
CHINA (SIMPLIFIED)					
请在Juniper网站进行退运地址查询	请勿将电源线、使用手册及设备配件一同退回	请保证退回的产品使用的是产品的原包装，并使用正确的包装方法进行包装。	请将正确的退运地址标与外包装上	请在退回产品外箱的明显处标明该产品的RMA#	将退回产品发往Juniper
CHINA (TRADITIONAL)					
請在Juniper網站查詢退回的地址	請勿將電線、使用手冊及裝置配件一併退回	請把壞件放回產品的原包裝並妥善封好	請將正確的退回地址清楚地顯示於外包装上	請在退回產品的外包装上標明該RMA#	安排將該壞件退回Juniper
MALAYSIA					
Sila pastikan alamat penghantaran yang betul dalam laman web Juniper	Jangan kembalikan kabel, buku panduan atau pukakas, pemasangan	Bungkus atau kembalikan barang-barang dalam bungkusan yang asal, dan bungkus dengan rapi	Sila pastikan alamat yang betul pada bungkusan	Tuliskan nombor RMA pada bungkusan	Uruskan penghantaran bungkusan kembali ke Juniper
KOREA					
Juniper Website 상에서 돌려보낼 주소를 확인 하시오	전선과 설명서, 랙 장착용 하드웨어는 돌려 보내지 마시오	보낼 물품을 처음 받은 상태로 포장하고 안전하게 밀봉 하시오	알맞은 주소로 돌려 보내시오	RMA#를 박스에 기재 하시고 포장 하시오	Juniper 로 물건을 보낼 준비를 하시오
PHILIPPINE					
Tingnan ang lokasyon o address kung san kailangan ibalik sa Juniper. Makikita ito sa Juniper website.	Huwag ibalik ang mga kable at manual o pangkabit na instrumento	Ibalik sa orihinal na pagkakabalot at pagkakaselyo	Ilagay ang address ng pagbabalik sa kargamento o package	Isulat ang RMA # sa labas ng kahon o kargamento	Ipadala and kargamento pabalik sa Juniper
VIETNAM					
Tra cứu địa chỉ chuyển trả trên trang web của Juniper	Không trả lại dây cáp, tài liệu hướng dẫn sử dụng hoặc các phụ kiện treo thiết bị	Đóng gói /chuyển trả hàng hóa trong bao bì gốc ban đầu và còn niêm phong	Viết rõ địa chỉ chuyển trả trên từng kiện hàng	Viết rõ số RMA# bên ngoài hộp / trong một kiện hàng	Tiến hành chuyển trả lô hàng cho Công Ty Juniper



THAILAND

การตรวจสอบที่อยู่ เวลาส่งคืนใน Juniper เว็บไซต์	ไม่ต้องคืนสายเคเบิล, คู่มือหรืออุปกรณ์ใน การเข้า rack	บรรจุสินค้าที่ส่งคืน ในหีบห่อเดิมที่ส่งมาพร้อม ทั้งปิดผนึกอย่างแน่นหนา	ระบุที่อยู่จัดส่งของ คืนให้ถูกต้อง	ระบุ RMA# ด้านนอกกล่อง หรือหีบห่อ	ส่งสินค้ากลับไป ที่Juniper
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INDONESIA

Jangan kembalikan kabel, buku petunjuk	Bungkus/ barang barang yang akan dikembalikan ke kartus semula dan tutup rapat demi keamanan	Cek/ Periksa alamat pengembalian di Juniper website	Tulisi Bungkus/ kartus denean alamat yang benar	Tulis RMA# di luar kartus/ bungkus	Kirimkan kembali ke juniper
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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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