



EMEA NON-EUROPEAN UNION – 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: Contact Juniper **Asset Recovery** at **asset-recovery@juniper.net** to request a scheduled pickup of the defective material.

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: Write the return address 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: The carrier or freight forwarder will contact you to arrange pick-up of the material; please 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
---	---	--	--	--	--------------------------------------	---

ARABIC

و نَحشَلْا بِلط دادعْإ ه عباتملا	لباوك يآ عجرت ال ليلد تاودأ يآ وأ م ادختسإإ طبر	داوملا جح و دادعْإ اه ع اجرتسإ دارملا يف تناك امك و يلصأأ ا ه عضو نامأب ا همج	ع اجرإل ناونع عضو لنشب لبقتسملل حيحص اهنحش متيل	ي طعملا جدرلا بتكأ ىلع (RMA) قودنصللا	و نَحشَلْا دادعْإ اهم يلسست اهنحش متيل ر بي نو ج ق ل ر ش ل	ق ل ر ش ي ل ع ل ص ر ت أ م ه ر ا ب خ ل ر ب ي نو ج ه ن ح ش ل ل ا س د ا ب
-------------------------------------	--	---	--	---	---	--

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
--------------------------------------	--	--	-------------------------------------	---	-------------------------------	---

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
---	--	--	--	--	----------------------------	---

GERMAN/DEUTSCH

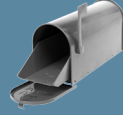
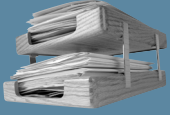
Füllen Sie den Frachtbrief/das Tracking Formular aus	Bitte retournieren Sie keine Kabel, Handbücher oder Montagezubehör - diese werden bei Austauschlieferung nicht ersetzt!	Verpacken und retournieren Sie das Produkt in Origin alverpackung und verschliessen sie es sorgfältig	Beschriften Sie die Verpackung 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
--	---	---	---	---	--	---

ITALIAN/ITALIANO

Compilate il modulo di spedizione/ricerca	Non rispedite cavi, manuali o componenti vari	Rispedite 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 rispedire all'attenzione di Juniper	Informate il centro autorización Juniper dell'avvenuta spedizione
---	---	--	--	---	---	---

POLISH/POLSKI

Wypełnij powrotny list przewozowy/ formularz przesyłki	Wypełnij powrotny list przewozowy/ formularz przesyłki	Wypełnij powrotny list przewozowy/ formularz przesyłki	Wypełnij powrotny list przewozowy/ formularz przesyłki	Wypełnij powrotny list przewozowy/ formularz przesyłki	Wypełnij powrotny list przewozowy/ formularz przesyłki	Wypełnij powrotny list przewozowy/ formularz przesyłki
--	--	--	--	--	--	--



PORTUGUESE/PORTUGUES

Completar a nota fiscal de retorno

Não devolver cabos, manuais ou demais componentes

Empacotar/ retornar item em embalagem original e devidamente lacrado

Enderece o pacote com o endereço 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

SPANISH/ESPAÑOL

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)

Corporate and Sales Headquarters

Juniper Networks, Inc.
1194 North Mathilda Avenue
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

APAC Headquarters

Juniper Networks (Hong Kong)
26/F, Cityplaza One
1111 King's Road
Taikoo Shing, Hong Kong
Phone: 852.2332.3636
Fax: 852.2574.7803

EMEA Headquarters

Juniper Networks Ireland
Airside Business Park
Swords, County Dublin, Ireland
Phone: 35.31.8903.600
EMEA Sales: 00800.4586.4737
Fax: 35.31.8903.601

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

Copyright 2009 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Junos, NetScreen, and ScreenOS are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.