



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
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Arabic

و ن ح ش ل ا ب ل ط داد ع ه ع بات م ل ا	ل ب ا و ك ي ا ع ح ر ت ال ل ي ل د ت ا و د ا ي ا و ا م ا د خ ت س ل ا ط ب ر	د ا و م ل ا ح ز ح و د ا د ع ل ا ا ه ع ا ج ر ت س ل ا د ا ر م ل ا ا ه ع ض ر و ي ف ت ن ك ا م ك ن ا م ا ب ا م ح و ي ل ص ا ل ا	ع ا ج ر ا ل ا ن ا و ن ع ع ض ر و ل ل ش ب ل ب ق ت س ل ل ح ي ح ص ا ن ح ش م ت ي ل	ي ط ع م ل ا م ق د ر ل ا ب ت ك ا ق و د ن ص ر ل ا ي ل ع (RMA)	و ن ح ش ل ا د ا د ع ل ا ا م ي ل س ت ت ل ر ش ل ا ن ح ش م ت ي ل ر ب ي ن و ج	ت ل ر ش ي ل ع ل ص ت ا م ه ر ا ب خ ل ر ب ي ن و ج ن ح ش ل ل ا س ر ا ب
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Dutch/Nederlands

Vul vrachtbief 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/Français

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 Frachtbief/das Tracking Formular aus	Bitte retournieren Sie keine Kabel, Handbücher oder Montagezubehör - dieses werden bei Austauschlieferung nicht ersetzt!	Verpacken und retournieren Sie das Product 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 um über die Rücksendung zu informieren
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Italian/Italiano

Completate il modulo di spedizione/ricerca	Non rispedito cavi, manuali o componenti vari	Rispedite gli articoli nei loro imballaggio originale correttamente chiuso/sigillato	Indicate sempre l'indirizzo completo del destinatario via, 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 rispedito all'attenzione di Juniper	Informate il centro autorización Juniper dell'avvenuta spedizione
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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
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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 endereço de reorno apropriado	Preencha o numero de RMA no lado de fora da caixa pacote	Providencie a entrega da mercadoria aos cuidados da Juniper	Contate o departamento "Centro de Autorização da Juniper", informando o retorno da mercadoria e número de RMA
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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)
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