

Returning a Hardware Component to Juniper Networks, Inc.

If a problem cannot be resolved by the JTAC technician, a Return Materials Authorization (RMA) is issued. This number is used to track the returned material at the factory and to return repaired or new components to the customer as needed.



NOTE: Do not return any component to Juniper Networks, Inc. unless you have first obtained an RMA number. Juniper Networks, Inc. reserves the right to refuse shipments that do not have an RMA. Refused shipments will be returned to the customer via collect freight.

For more information about return and repair policies, see the customer support Web page at <http://www.juniper.net/support/guidelines.html>.

For product problems or technical support issues, contact the Juniper Networks Technical Assistance Center (JTAC) using the Case Manager link at <http://www.juniper.net/support/>, or at 1-888-314-JTAC (within the United States) or 1-408-745-9500 (from outside the United States).

To return a hardware component:

1. Determine the part number and serial number of the component.
2. Obtain an RMA number from the Juniper Networks Technical Assistance Center (JTAC). You can send e-mail or telephone as described above.
3. Provide the following information in your e-mail message or during the telephone call:
 - Part number and serial number of component
 - Your name, organization name, telephone number, and fax number
 - Description of the failure
4. The support representative validates your request and issues an RMA number for return of the component.
5. Pack the router or component for shipment.

- Related Topics**
- [Displaying MX960 Router Components and Serial Numbers](#)
 - [Packing the MX960 Router for Shipment](#)
 - [Guidelines for Packing the MX960 Router Components for Shipment](#)
 - [Contacting Customer Support](#)

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