ASIA PACIFIC – RETURN INSTRUCTIONS

These instructions are applicable if a Return Material Authorization (RMA) request has been created with Juniper Networks.

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 a RMA. For further information, please contact our JTAC support Support@juniper.net for assistance.

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: Contact Juniper Networks Asset Recovery at 1-866-224-6192 (US), 1-508-623-0813 (Int'l) or email Asset-Recovery@juniper.net to advice of the return, and please reference the Return Material Authorization (RMA) number.

Step 4: Follow the instruction to return defective unit to our RMA return location for pick-up of material, and record your **tracking number** for future reference.

Step 5: Email Asset-Recovery@juniper.net 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

** JUNIPER NETWORKS WILL NOT BE RESPONSIBLE FOR THE RETURN OF ANY ADDITIONAL ITEMS SHIPPED AGAINST A RMA**

PLEASE MAKE SURE THE RMA NUMBER, PART NUMBER AND SERIAL NUMBER ARE LABELED CLEARLY ON THE RETURN PACKAGE

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