

If you have a **Return to Factory (RTF) RMA**, return the defective part **within forty-five (45) days following the initial notification of the RMA** being created. Otherwise, the RMA will be closed. Juniper Networks will **not** assist with return shipping costs, including any local taxes, under the RTF service level agreement. Step 3 does not apply to RTF RMA.

If you have an **Advanced Replacement RMA**, return the defective part **within ten (10) days of the original replacement delivery or the SLA** outlined in your agreement to avoid invoicing for the applicable service penalty fee.

Please refer to the [Global RMA Locations](#) for region-specific return instructions or contact Juniper Networks Asset Recovery to learn how to return the defective part.

Follow the steps below:

1

Defective item

Return **ONLY** the defective item. Keep the cables, software, mounting brackets, manuals, or other non-hardware-related items. Juniper is not responsible for any additional items sent back in with the package.

2

Packaging

Pack the defective parts in the **original** static protection bag/foam and re-use the original Juniper Networks packaging/box in which the replacement item was received. Close and tape the box securely to prevent it from opening during shipment. If the replacement device was delivered on a **pallet**, the defective unit should be secured to that pallet with straps, shrink wrap, or other protective accessories before return.

Clearly mark the following details on the box:

RMA Number:

Part Number:

Serial Number:

3

Contact Juniper Networks Asset Recovery *(see information at the bottom)*

Advise of the return, confirm item readiness, and reference the following:

1. Return Material Authorization (RMA) number.
2. Pick Up Address (must be within the RMA ship-to country)
3. Point of Contact's Name, Phone Number/s, and Email Address/es
4. If applicable:
 - a. Outbound Security Ticket Number
 - b. Gate Pass
 - c. Other relevant documents

4

Return to RMA Location

Follow the instructions to return the defective unit to the RMA return location or material pick-up. Email Juniper Networks Asset Recovery **your return tracking number** for reference.

For Brazil: Customers are required to provide the Nota Fiscal, print the prepaid waybill, and coordinate the pick-up with DHL.

For Mexico: Customers in border zones are required to provide the Pedimento, print the prepaid waybill and coordinate the pick-up with DHL.

IMPORTANT

1. Contact **Juniper Networks Asset Recovery** (see details below) if you have questions or concerns regarding your RMA (i.e., Extension Requests). Include the Case ID and RMA number in the subject line of your email.
2. Packages returned **without an RMA reference number** may not be received appropriately.
3. Customers in **Free Trade Zones** are fully responsible for exporting and returning Juniper defective parts to a regional return location. The customer is responsible for the shipment cost, local tax, and other country-specific government requirements.
4. **Juniper does not support cross-country returns.** All defective Juniper parts are to be returned to where they were entitled (ship-to address). This is in accordance with Juniper [EUSA](#) and [Shipping Terms Exhibit](#).