

HARDWARE REPLACEMENT SERVICES GUIDE

April 2025

Contents

1. Juniper Care Hardware Replacement Services.....	2
2. Hardware Replacement Services RMA Guideline Summary	3
3. Dead-on-Arrival and Warranty	4
4. Juniper Networks Onsite Technician Support Services	5
5. Additional Information	8
6. Appendix A: Country Classification List.....	8

1. Juniper Care Hardware Replacement Services

Juniper Care Services offers five support levels for hardware replacement, including:

- Return to Factory (RTF)
- Advanced Replacement 5-Days (AR5)*
- Next Day Delivery (ND)
- Next Day Ship (NDS)
- Same Day (SD)
- Same Day 2-Hour (SD2) (Available in U.S./Canada/EU countries only)

*AR5 service is available for Support Services Specialist Partners only.

Service availability is determined based on support levels and specific country locations. All countries are classified into three depot categories:

- Depot Category A: multiple Juniper depots in or near major cities
- Depot Category B: central Juniper depot(s) in country
- Depot Category C: no Juniper depots, leverage Juniper partner

Depot Category A: multiple Juniper depots located in or near major cities. If the customer is within a pre-determined distance of the depots, then SD service is available. If the customer is outside the pre-determined distance from the depots, then ND or NDS service is available depending on the end user location.

Depot Category B: Central Juniper depot(s) in country/region. If the customer is within a pre-determined distance, then Same-Day (SD) service is available. If the customer is located outside the pre-determined distance from the depots, then ND or NDS service is available depending on the end user location.

Depot Category C: no Juniper depots, RTF, NDS and AR5 contracts are available for purchase in Depot Category C countries where Juniper will coordinate with partners and customers for the shipment, and partners/customers are required to arrange import. Partners, via self-sparing, can offer Same-Day and Next-Day services. Partners and customers are also responsible for the export and return of defective parts to Juniper. For EU Countries, Juniper will act as an Importer of Record.

Appendix A: Hardware Replacement Services Availability Country Classification List

For comprehensive support availability information, please refer to the Support Availability Tool (SAT): <https://serviceavailability.juniper.net/>

Limitation:

All field replacement units (FRUs) with country of origin from India are excluded for hardware replacement in Pakistan.

Any field replacement units (FRUs) containing lithium batteries may be rejected on flights due to safety regulations, resulting in delivery delays leveraging alternative shipment methods.

2. Hardware Replacement Services RMA Guideline Summary

Hardware Entitlement	Return-to-Factory	Five Business Day Advanced Replacement	⁵ Next-Day Delivery	⁵ Next-Day Ship	⁵ Same-Day	⁵ Same-Day 2-Hour
Service Availability	Global	Global	Class A and B Countries ¹	Brazil, India, China and depot category C	Class A and B Countries ¹	U.S., Canada and EU Countries
Shipped From	Regional distribution center	Regional distribution center ²	Regional distribution center or In-Country depot	Regional distribution center or In-Country depot if available	Regional distribution center or In-Country depot	Regional distribution center or In-Country depot
When is replacement ordered	after RMA is accepted by Juniper and defective hardware received by Juniper	after RMA is accepted by Juniper in advance of receipt of defective hardware (subject to RMA being processed on a business day before 3 pm local time, based on <i>Ship to</i> address)	after RMA is accepted by Juniper in advance of receipt of defective hardware (subject to RMA being processed on a business day before 3 pm local time, based on <i>Ship to</i> address)	after RMA is accepted by Juniper in advance of receipt of defective hardware (subject to RMA being processed on a business day before 3 pm local time, based on <i>Ship to</i> address)	after RMA is accepted by Juniper in advance of receipt of defective hardware	after RMA is accepted by Juniper in advance of receipt of defective hardware
When is replacement sent	Shipped within ten (10) business days after the replacement is ordered	Shipped within five (5) business days after the replacement is ordered	Shipped for delivery within next business day after the replacement is ordered	Shipped within next business day after the replacement is ordered	Shipped for delivery within same day, 24x7 after the replacement is ordered	Shipped for delivery within same day, 24x7 after the replacement is ordered
When should replacement arrive⁴	Delivery dependent on customer location (transit/customs clearance)	Delivery dependent on customer location (transit/customs clearance)	Delivery by COB next business day	Delivery dependent on customer location	Delivery within 4 hours	Delivery within 2 hours
Cost to return to Juniper	Customer	Juniper Networks	Juniper Networks	Juniper Networks	Juniper Networks	Juniper Networks
Cost of shipment of replacement	Juniper Networks	Juniper Networks	Juniper Networks	Juniper Networks	Juniper Networks	Juniper Networks
Return to	Juniper return depot in country if available or in region return depot ³	Juniper return depot in country if available or in region return depot ⁴	Juniper return depot in country if available or in region return depot ³	Juniper return depot in country if available or in region return depot ³	Juniper return depot in country if available or in region return depot ³	Juniper return depot in country if available or in region return depot ³
Transfer of Support Entitlement		Juniper will transfer support entitlement if unit is replaced. If support has been ordered but not yet received or registered, customer must contact Juniper Customer Care when they receive.				
Transfer of License		If license has been activated J-Partner or end-user may transfer the product licenses via the LMS system by supplying the defective device SN, replacement device SN and the RMA number				

¹ See Appendix A for country detailed list. Service Availability Tool at: <https://serviceavailability.juniper.net>

² Part can be shipped from any of the Juniper regional distribution center

³ For locations and return instructions see link below: <https://support.juniper.net/support/rma-locations>

⁴ For the initial term of a Service Contract, Juniper will begin stocking local depots with FRU replacements upon the Service Contract start date. Until the depots are stocked, Juniper will use commercially reasonable efforts to meet the replacement delivery obligations in the Service Contract. Service lead time may vary by country. For Next Day, Same Day, and Same Day 2-Hour service, delivery times are subject to location, weight, and size. Juniper shall use commercially reasonable efforts to deliver replacement units in a timely manner.

3. Dead-on-Arrival and Warranty

Dead on Arrival (DOA)

For hardware that is considered Dead On Arrival (DOA) within the first thirty (30) days from the shipment date of product from Juniper Networks manufacturing facilities, Juniper Networks will provide an expedited replacement of the affected field replaceable unit (FRU). A new unit will be made available for shipment from a designated Juniper Networks manufacturing facility within two (2) business days of RMA issuance. Defective product must be returned within ten (10) days from receipt of replacement unit, or customer will be invoiced the full purchase price of the replacement part. Customers should allow for additional transit and custom clearance time if international customs clearance is required.

In- Warranty, Non-Contracted

For hardware units that are under warranty but not under an active maintenance contract, the units will be repaired or replaced with refurbished equipment at the sole discretion of Juniper Networks. Shipping of the replacement units depends on the type of warranty services:

- Standard Warranty: replacement units will be shipped within twenty (20) business days from Juniper's regional distribution center after RMA is accepted by Juniper and defective hardware units received by Juniper.
- Limited Lifetime Warranty: replacement units will be shipped within twenty (20) business days from Juniper's regional distribution center after RMA is accepted by Juniper and defective hardware units received by Juniper.
- Enhanced Limited Lifetime Warranty: replacement units will be shipped within one (1) business day from Juniper's regional distribution center prior to defective hardware units received by Juniper

Actual arrival time of the replacement units depends on customer location and the transition time required. Customer is responsible for the cost of shipment of the returning unit and Juniper is responsible for the cost of shipment of the replacement unit. Units returned under a valid RMA number will receive a ninety (90) day hardware warranty or the remainder of the original hardware warranty, whichever is longer.

For detailed warranty terms and conditions, please refer to Juniper Warranty Services policy at <https://support.juniper.net/support/warranty>

4. Juniper Networks Onsite Technician Support Services

Service Levels

Juniper Networks provides two service levels for the onsite technician support.

1. Same-Day Onsite (SDCE): Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained onsite technician is dispatched to the installed site, 24 hours per day, 7 days a week, within 4 hours of issuance of RMA.
2. Next-Day Onsite (NDCE): Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained onsite technician is dispatched to the installed site before the end of the next Business Day, provided that the RMA is issued by 3 p.m. local time (based on ship to address), on a Business Day. If the RMA is issued after 3 p.m., Juniper Networks will dispatch an onsite technician on the 2nd Business Day.

Service Availability

Service levels are subject to local availability (please check Service Availability Tool at <https://serviceavailability.juniper.net>). The Services are available to End Users who currently have in place a Juniper Networks Services Contract are dependent on their postal code of installed location. The Services availability depends on the installed location at the time a RMA is opened. These Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited); provided, however, that certain onsite technician support services are not available in certain countries.

Onsite Technician Scope of Work

Depending on the installed location and service availability, upon final diagnosis of a hardware failure and replacement authorization by Juniper JTAC, Juniper will ship the hardware replacement part to the End User location according to the service level the End User purchase.

Juniper will inform the End User confirming that Juniper onsite technician has been requested and hardware replacement part estimated time of arrival (ETA) on all service requests via e-mail. Juniper will then provide update to the End User with ETA confirmation and the name of the onsite technician via email. Juniper reserves the right to adjust ETA as long as Juniper delivers within the service level timeline the End User purchase.

The Juniper JTAC will use commercially reasonable efforts to resolve the End User problems. Juniper onsite technician is an extension of Juniper JTAC who always works under the direction of remote JTAC engineer while onsite to replace defective part, restores basic connectivity so that JTAC and the End User can properly configure the replacement unit. Under the direction of JTAC, the onsite technician will assist on test and verify that the product is in good operating condition. End User shall always communicate with JTAC regarding any issue or assistance with Juniper equipment in the

installed site. Upon completion of the request, the onsite technician can be released with the consent of JTAC.

Note: If the RMA is issued by 3 p.m. local time, on a Business Day, the End User asks for the onsite technician on a specific time (i.e. 5 a.m. maintenance window support), Juniper cannot guarantee to deliver the support of onsite technician during that time as it does not fall under the service level commitment. Juniper will provide the best effort support.

End User Responsibilities

End User shall provide Juniper ready access at all times to JTAC support for Juniper onsite technician in the performance of the Services defined in the scope of work above.

End User will provide Juniper onsite technician with an appropriate work environment and reasonable access, working space and facilities including heat, light, ventilation, electric current and outlets, and local telephone extension (or toll free domestic and international access) for the use of the Juniper onsite technician in the product location. In a situation where End User does not allow onsite technician to use their own laptop computer and/or other mobile devices, End User shall provide a stable Internet connection or fixed line connection to onsite technician.

In order for Juniper to provide the appropriate level of support promptly and efficiently, End User must provide to Juniper the following information for each RMA Service Request with onsite technician support:

- Defective unit/part serial number and part number
- Site contact name, e-mail address and telephone number
- Full shipping address for the replacement unit/part
- Any special delivery instructions for onsite technician support (e.g. delivery references/ticket IDs/Site opening times, site security access requirements, requested date/time, etc.)

Juniper will not be held responsible for delays attributed to access issues out of Juniper's control.

If End User physically moves any Product from the original Site to another location, End User must notify Juniper Networks immediately to update their support contract. Prior to Juniper Networks' receipt of such notification, Juniper Networks shall not be liable for any lapses in service coverage or hardware delivery delays and/or onsite technician delays with respect to such Product.

Register product serial numbers and update the install base data if there is any add, change or move to End User's install base following [Juniper Networks Product Registration and Install Base Management process](#). Juniper Networks will not be held accountable for not meeting the hardware replacement and onsite technician support service level agreement for products that are not registered or do not have an accurate install base record.

End User should also comply to all the End User Responsibilities as described in [Juniper Care Services Description Document](#).

Service Parts Management Procedure

Juniper will drop-ship the replacement part to the End User site.

After RMA Service Request is issued, an e-mail will be sent from Juniper Customer Service Representative (CSR) to the End User contact confirming replacement part ETA and onsite technician service has been requested. A follow up email will be sent confirming the onsite technician details including name of the technician dispatched, their contact telephone number and the ETA of their arrival. All subsequent communications regarding onsite technician visit must be directed via original CSR email.

For advanced replacement services, Juniper will either provide pre-paid return shipping label (AMER/EU only) or instruction letter (all other countries) sent with a replacement part, the End User has to arrange pick up, or reach out to Juniper Asset Recovery team for the return of defective parts to Juniper. Juniper will provide detailed instructions on any Juniper return process requirement.

Juniper onsite technician will package the defective hardware part in the box provided that the End User provides a box or the replacement part box and packaging material and conduct the following:

- A. For AMER/EU countries, Juniper onsite technician has the capability to remove a defective unit up to gross weight of 25 kg from site and return it to Juniper on the End User's behalf. If the defective unit has a gross weight over 25 kg (Note: this is not limited to the actual weight of the defective unit, but it also includes the dimension of the box which can be handled by one person), the return of the defective unit is the End User's responsibility in which they are advised to follow the standard Juniper Asset Return process. If the End User or JTAC instructs the Juniper onsite technician to leave the defective part on site, the End User is responsible for the return of the part to the correct Juniper defective returns center; or
- B. For all other countries outside AMER and EU, Juniper onsite technician does not remove a defective unit from site or arrange return, it is the End User's responsibilities to arrange pick up by an assigned Juniper carrier directly.

5. Additional Information

Name of Document	Location
RMAReturn Procedure	https://support.juniper.net/support/rma-procedure
Service Availability Tool	https://serviceavailability.juniper.net
RMAReturn Locations	https://support.juniper.net/support/rma-locations
Customer Care User Guide	https://support.juniper.net/support/pdf/guides/juniper-customer-care-user-guide.pdf
RMAFAQfor Free Trade Zones	https://supportportal.juniper.net/s/article/Free-Trade-Zone-FTZ-FAQ

6. Appendix A: Country Classification List

Country	Region	Classification
Australia	APAC	A
Brazil	LATAM/CALA	A
Canada	NAM	A
China	APAC	A
Colombia	LATAM/CALA	A
France	EMEA	A
Ecuador	LATAM/CALA	A
Germany	EMEA	A
India	APAC	A
Italy (Not Including Vatican City)	EMEA	A
Japan	APAC	A

Malaysia	APAC	A
Mexico	LATAM/CALA	A
Netherlands	EMEA	A
New Zealand	APAC	A
Saudi Arabia	EMEA	A
Spain (Excluding Canary Islands, Ceuta and Melilla)	EMEA	A
Switzerland	EMEA	A
Taiwan	APAC	A
United Kingdom (Not Including Channel Islands and Isle of Man)	EMEA	A
United States of America	NAM	A
Argentina	LATAM/CALA	B
Aruba	LATAM/CALA	B
Austria	EMEA	B
Bahamas	LATAM/CALA	B
Bahrain	EMEA	B
Bangladesh	APAC	B
Barbados	LATAM/CALA	B
Belgium	EMEA	B
Bermuda	LATAM/CALA	B
Bolivia	LATAM/CALA	B
Bulgaria	EMEA	B
Cayman Islands	LATAM/CALA	B

Chile	LATAM/CALA	B
Costa Rica	LATAM/CALA	B
Croatia	EMEA	B
Curaçao	LATAM/CALA	B
Czechia	EMEA	B
Denmark	EMEA	B
Dominican Republic	LATAM/CALA	B
Egypt	EMEA	B
El Salvador	LATAM/CALA	B
Estonia	EMEA	B
Finland (Excluding Åland Islands)	EMEA	B
Greece	EMEA	B
Guam	NAM	B
Guatemala	LATAM/CALA	B
Honduras	LATAM/CALA	B
Hong Kong	APAC	B
Hungary	EMEA	B
Indonesia	APAC	B
Ireland	EMEA	B
Israel	EMEA	B
Jamaica	LATAM/CALA	B
Jordan	EMEA	B
Kazakhstan	EMEA	B

Kuwait	EMEA	B
Latvia	EMEA	B
Liechtenstein	EMEA	B
Lithuania	EMEA	B
Luxembourg	EMEA	B
Macao	APAC	B
Morocco	EMEA	B
Nigeria	EMEA	B
Norway	EMEA	B
Oman	EMEA	B
Pakistan*	EMEA	B
Panama	LATAM/CALA	B
Paraguay	LATAM/CALA	B
Peru	LATAM/CALA	B
Philippines	APAC	B
Poland	EMEA	B
Portugal	EMEA	B
Puerto Rico	LATAM/CALA	B
Qatar	EMEA	B
Romania	EMEA	B

Pakistan* Refer Page 2 Limitation Section

Russian Federation	EMEA	B
Singapore	APAC	B
Slovakia	EMEA	B
Slovenia	EMEA	B
South Africa	EMEA	B
South Korea	APAC	B
Sri Lanka	APAC	B
Sweden	EMEA	B
Thailand	APAC	B
Trinidad and Tobago	LATAM/CALA	B
Turkey	EMEA	B
Ukraine	EMEA	B
United Arab Emirates	EMEA	B
Uruguay	LATAM/CALA	B
Vatican City	EMEA	B
Venezuela	LATAM/CALA	B
Vietnam	APAC	B
Virgin Islands (U.S.)	LATAM/CALA	B
Aland Islands	EMEA	C
Afghanistan	EMEA	C
Albania	EMEA	C
Algeria	EMEA	C

American Samoa	APAC	C
Andorra	EMEA	C
Angola	EMEA	C
Anguilla	LATAM/CALA	C
Antarctica	LATAM/CALA	C
Antigua and Barbuda	LATAM/CALA	C
Armenia	EMEA	C
Azerbaijan	EMEA	C
Belarus	EMEA	C
Belize	LATAM/CALA	C
Benin	EMEA	C
Bhutan	APAC	C
Bonaire	LATAM/CALA	C
Bosnia and Herzegovina	EMEA	C
Botswana	EMEA	C
Brunei Darussalam	APAC	C
Burkina Faso	EMEA	C
Burundi	EMEA	C
Cambodia	APAC	C
Cameroon	EMEA	C
Cape Verde	EMEA	C
Canary Islands	EMEA	C
Central African Republic	EMEA	C
Ceuta	EMEA	C

Chad	EMEA	C
Christmas Island	APAC	C
Channel Islands	EMEA	C
Cocos (Keeling) Islands	APAC	C
Comoros	EMEA	C
Congo, Dem. Rep.	EMEA	C
Congo, Rep.	EMEA	C
Cook Islands	LATAM/CALA	C
Côte d'Ivoire	EMEA	C
Cyprus	EMEA	C
Djibouti	EMEA	C
Dominica	LATAM/CALA	C
Equatorial Guinea	EMEA	C
Eritrea	EMEA	C
Ethiopia	EMEA	C
Faeroe Islands	EMEA	C
Fiji	APAC	C
French Guiana	LATAM/CALA	C
French Polynesia	APAC	C
Gabon	EMEA	C
Gambia	EMEA	C
Georgia	EMEA	C
Ghana	EMEA	C
Gibraltar	EMEA	C

Greenland	EMEA	C
Grenada	LATAM/CALA	C
Guadeloupe	LATAM/CALA	C
Guernsey	EMEA	C
Guinea	EMEA	C
Guinea-Bissau	EMEA	C
Guyana	LATAM/CALA	C
Haiti	LATAM/CALA	C
Heard Island and McDonald Islands	APAC	C
Iceland	EMEA	C
Iraq	EMEA	C
Isle of Man	EMEA	C
Jersey	EMEA	C
Kenya	EMEA	C
Kiribati	APAC	C
Kosovo	EMEA	C
Kyrgyz Republic	EMEA	C
Laos	APAC	C
Lebanon	EMEA	C
Lesotho	EMEA	C
Liberia	EMEA	C
Libya	EMEA	C
Madagascar	EMEA	C

Malawi	EMEA	C
Maldives	APAC	C
Mali	EMEA	C
Malta	EMEA	C
Marshall Islands	APAC	C
Martinique	LATAM/CALA	C
Mauritania	EMEA	C
Mauritius	EMEA	C
Mayotte	EMEA	C
Melilla	EMEA	C
Micronesia, Federated States of	APAC	C
Moldova	EMEA	C
Monaco	EMEA	C
Mongolia	EMEA	C
Montenegro	EMEA	C
Montserrat	LATAM/CALA	C
Mozambique	EMEA	C
Myanmar	APAC	C
Namibia	EMEA	C
Nauru	APAC	C
Nepal	APAC	C
New Caledonia	APAC	C
Nicaragua	LATAM/CALA	C

Niger	EMEA	C
Niue	APAC	C
Norfolk Island	APAC	C
Northern Mariana Islands	APAC	C
North Macedonia	EMEA	C
Palau	APAC	C
Palestinian Territory, Occupied	EMEA	C
Papua New Guinea	APAC	C
Pitcairn	APAC	C
Reunion	EMEA	C
Rwanda	EMEA	C
Saint Helena	EMEA	C
Saint Kitts and Nevis	LATAM/CALA	C
Saint Lucia	LATAM/CALA	C
Saint Martin (French Side)	LATAM/CALA	C
Saint Pierre and Miquelon	LATAM/CALA	C
Saint Vincent and the Grenadines	LATAM/CALA	C
Samoa	APAC	C
Saba	LATAM/CALA	C
San Marino	EMEA	C
Sao Tome and Principe	EMEA	C
Senegal	EMEA	C
Serbia	EMEA	C
Seychelles	EMEA	C

Sierra Leone	EMEA	C
Sint Maarten (Netherlands Side)	LATAM/CALA	C
Sint Eustatius	LATAM/CALA	C
Solomon Islands	APAC	C
Somalia	EMEA	C
South Georgia and the South Sandwich Islands	LATAM/CALA	C
Suriname	LATAM/CALA	C
Svalbard and Jan Mayen	EMEA	C
Swaziland	EMEA	C
Tajikistan	EMEA	C
Tanzania	EMEA	C
Timor-Leste	APAC	C
Togo	EMEA	C
Tokelau	APAC	C
Tonga	APAC	C
Tunisia	EMEA	C
Turkmenistan	EMEA	C
Turks and Caicos Islands	LATAM/CALA	C
Tuvalu	APAC	C
Uganda	EMEA	C
United States Minor Outlying Islands	LATAM/CALA	C
Uzbekistan	EMEA	C
Vanuatu	APAC	C

Wallis and Futuna	APAC	C
Western Sahara	EMEA	C
Yemen	EMEA	C
Zambia	EMEA	C
Zimbabwe	EMEA	C

Cuba	Embargoed	
Iran	Embargoed	
North Korea	Embargoed	
Sudan	Embargoed	
Syria	Embargoed	

Corporate and Sales Headquarters

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 31.0.207.125.700
Fax: 31.0.207.125.701

Copyright 2025 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Juniper, and Junos 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.