

Return Material Authorization - RMA

Service Description

The Return Material Authorization – RMA Service is offered as part of Pulse Secure’s hardware support to customers that need to protect their Pulse Secure device in case of a hardware failure. For devices that have an active Pulse Secure hardware support contract or that are under Pulse Secure warranty, Pulse Secure will replace the device in case of a hardware failure. Customers must request the replacement by filing a support case with Pulse Secure’s support team.

Hardware Replacement Options

	Return to Factory	Same Day	Same Day Onsite Tech	Next Day	Next Day Onsite Tech	Five-Business Days
Advanced Replacement		✓	✓	✓	✓	✓
Pulse Secure Pays Shipping costs		✓	✓	✓	✓	✓
10 days to return defective parts	✓	✓	✓	✓	✓	✓
5-Business Days Delivery (Partners only)						✓
Next Business Day Delivery				✓	✓	
Same Day Delivery		✓	✓			
Onsite Technician			✓		✓	

Service Level Agreement (SLA):

Same Day: 4 hours parts delivery - 7 days a week 24/7 (Including Holidays)

Next Business Day (NBD): 5 days a week, 9 hours a day parts delivery. Replacement parts order must be processed no later than 2PM at the destination local time zone. Local Holidays are excluded and replacement parts will be scheduled to arrive the next Business day after the Holiday

Same Day Onsite Technician: 4 hours part delivery with on site technician

Next Day Onsite Technician: 5 days a week, 9 hours a day parts delivery. RMA order must be processed no later than 2PM at the destination local timezone

Advanced Replacement 5-day - AR-5 (Only available for Partner Branded Support): Pulse Secure will ship advance replacements for defective Hardware within 5-business days for replacement requests placed by three (3) p.m. Monday through Friday, except during Pulse Secure holidays. For countries where Pulse Secure does not have an in-country depot and Next Business Day delivery is unavailable, Pulse Secure will ship the replacement part within 24 hours of the RMA origination from the most appropriate international location where Pulse Secure has a depot. Actual delivery will be subject to local customs, importation restrictions, and transportation delays.

The AR-5 RMA option is only available for Partner Branded Support (PAR support).

RMA Cut-Off Time: RMAs have to be processed by 2PM destination local time for Next Business Day (NBD) delivery. There is no cut-off time for Same Day, however, please ensure that someone will be available to receive the RMA after normal business hours at the destination if the delivery falls outside of those hours.

Note: These SLAs are based on shipping addresses that match the Installed At address in your Pulse Secure support contract.

RMA return a product for credit only. Pulse Secure has an "all sales are final" policy. Customers are only allowed to return products as a result of the product being defective or due to a Pulse Secure order entry error or manufacturing error and when a Return Material Authorization (RMA) number has been issued.

- Products must have been purchased directly from one of Pulse Secure's authorized Channel partners or directly from Pulse Secure
- Product must be new with the factory seal unbroken.
- Each return will be reviewed and handled based on the specifics of the order and the issue. Certain situations may be subject to restocking fees.
- Products must be returned to designated location within 30 days of receiving your Returns Material Authorization (RMA) number.
- Failure to return product within 30 days may result in cancellation of the Return Material Authorization number.
- Pulse Secure will provide credit for product returned with a Return Material Authorization (RMA) number.

* Please refer to your distributor or reseller's point of contact for all information on return of Pulse Secure products.

Advance Replacement

In the event of a hardware failure, please contact Pulse Secure Global Support Center to obtain a Return Material Authorization (RMA) number. If Customer has purchased a Hardware Replacement Support Plan, then Pulse Secure will provide replacement part(s) to Customer in accordance with the Hardware Replacement Option. The replacement part may be refurbished, or substituted with similar products at the option of Pulse Secure. Pulse Secure cannot guarantee new replacement units be shipped against RMAs.

All returned material must have a valid Pulse Secure RMA number. This number is necessary to ensure proper tracking and handling of returned material at the factory. Do not return any hardware until an RMA is issued. Pulse Secure reserves the right to refuse shipments that do not have an authorized RMA number. Refused shipments will be returned to the shipper via collect freight. The RMA Returns Policy requires customers to return the defective parts to Pulse Secure within 10 business days of receipt of the replacement unit, or be billed for the unit at full purchase price.

Return to Factory Repair

All claims filed for hardware units that fail (under warranty or a valid RTF service contract) will be repaired or replaced (with refurbished equipment) at the sole discretion of Pulse Secure. 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.

Return-to-Factory will replace or repair the hardware unit to the Install At Address within 10 business days after Pulse Secure's receipt of the defective unit at the specified RMA return location. All returns with a valid RMA number will receive an email from asset-recovery@pulsesecure.net with the shipping address of the specified Pulse Secure return location. The customer is responsible for shipping costs to ship the unit. The customer will provide the tracking number of the unit(s) returned to asset-recovery@pulsesecure.net to verify the return.

Please refer to the RMA Return Instructions section for more information on how to return the defective device.

On-site Technician Assistance

Customers who have purchased Hardware Support with the Customer Engineer (CE) option can request for on-site installation to configure and setup their device. The on-site technician will work closely with Pulse Secure Support team during the setup and configuration and to ensure a proper replacement of the failed unit.

Customer desiring the on-site CE services should make the request while requesting the RMA by either a phone call or case comment to the Pulse Secure Support engineer who is working on the RMA case.

For more information on the CE, please see the [CE onsite service guide](#).

Spare Replacement Policy

Some partners that store spares can use a spare device to replace a defective unit at an end customer. In this case, the partner needs to file a support case with Pulse Secure to complete the license transfer from the defective unit to the spare that is replacing the defective unit.

In order to complete a spare replacement transaction, the spare AND the defective device must have an active support contract or must be under warranty.

More information on spare replacement policy is found [here](#).

Dead on Arrival (DOA)

For up to thirty (30) days from the Start Date, Pulse Secure will provide expedited replacement of affected field replaceable units of Hardware that fail to operate within twenty-four (24) hours of initial installation. For purposes of this DOA policy, "fail to operate" shall mean a material failure to substantially perform in accordance with the Hardware's technical specifications and shall not include cosmetic or other deficiencies that do not materially affect Hardware performance. A new field replaceable unit will be shipped from Pulse Secure's manufacturing facilities within two (2) business days of Pulse Secure's receipt and validation of customer's notification of an inoperative unit. Notification must be sent by customer via a Pulse Secure support case. Defective Hardware must be returned within thirty (30) days of failure, or customer pays purchase price of replacement Hardware. Non-U.S. customers should allow for additional transit time due to international customs clearance.

Non-Contracted/Out of Warranty

Additional requirements for units that are not currently under a maintenance contract or no longer under warranty: Upon approval, Pulse Secure Global Support Center engineers will confirm the hardware failure and inform the customer that a Logistics Customer Service Representative (CSR) will be contacting them. The CSR will provide a quote to the customer for the repair or replacement of the hardware. The customer is required to provide a P.O. for the repair or replacement costs associated with the hardware failure. Once the P.O. is received, via fax or email, the CSR will process the RMA and send further instructions to the customer or shipment details.

Please do not return any hardware back to Pulse Secure without a valid and authorized Return Material Authorization (RMA) number.

RMA Request Instructions

When requesting an RMA, please provide the following information:

- Product model number for the defective hardware
- Product serial number for the defective hardware
- System serial number of the base unit
- Description of failure and troubleshooting performed to isolate cause
- Customer ship-to address
- Contact name
- Contact phone, fax, and e-mail

Pulse Secure maintenance and support services offerings for its hardware systems do not provide for repair or replacement of certain parts installed in or sold for use with Pulse Secure systems. The Pulse Secure support team will inform you if the part that needs replacement qualifies for repair or replacement at the creation of the RMA support case.

RMA Return Instructions

- Asia Pacific [Learn More](#)
- China [Learn More](#)
- EMEA - European Union (EU) [Learn More](#)
- EMEA - Non-European Union [Learn More](#)
- Latin America [Learn More](#)
- Mexico [Learn More](#)
- U.S. & Canada [Learn More](#)