



## **EMEA – NON-EUROPEAN UNION (EU) COUNTRIES: RETURN INSTRUCTIONS (ADVANCE REPLACEMENT ONLY)**

These instructions are applicable if a Return Material Authorization (RMA) request has been created with Pulse Secure. This shipment may include a pre-paid waybill and/or a return address label.

Please be aware that Pulse Secure 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 Pulse Secure, please contact us at [asset-recovery@pulsesecure.net](mailto:asset-recovery@pulsesecure.net)

Please have the model / part number & serial number(s) of the individual unit and your Return Material Authorization (RMA) number for reference.

### **Step 1:**

Contact the asset recovery team: [asset-recovery@pulsesecure.net](mailto:asset-recovery@pulsesecure.net) to request a scheduled pickup of the defective material.

### **Step 2:**

Only return the defective item. DO NOT return cables, software, mounting brackets, manuals, or other non-hardware related items. Pulse Secure is NOT responsible for any additional items that may be sent back in the package.

### **Step 3:**

Pack defective part in the original static protection bag/foam and re-use the original Pulse Secure packaging / box that the replacement item was received in.  
Close and tape the box securely to ensure it will not come open during shipment.

### **Step 4:**

Write the return address on the outside of the return package.

### **Step 5:**

It is required to clearly label and write the assigned Return Material Authorization (RMA) number for the defective item being returned on the box/package and waybill.

### **Step 6:**

The carrier or freight forwarder will contact you to arrange pick-up of the material; please record your tracking number for future reference

### **Step 7:**

Contact Pulse Secure Asset Recovery at [asset-recovery@pulsesecure.net](mailto:asset-recovery@pulsesecure.net) to advise of the return, and please reference the Return Material Authorization (RMA) number and return waybill tracking number in your communication.

**\*\*PLEASE MAKE SURE THE RMA NUMBER IS LABELED CLEARLY ON THE RETURN PACKAGE\*\***  
**\*\*PACKAGES RETURNED WITHOUT AN RMA REFERENCE NUMBER MAY NOT BE PROPERLY RECEIVED\*\***