



**\*\*\* Instructions for returning the failed device \*\*\***

**Dear Customer,**

**You have received a replacement part. Please return defective unit within 2 weeks from today.**

This shipment contains replacement parts provided under Pulse Secure Advance Replacement Service. Under the terms and conditions of RMA policy, the replaced parts must be returned to us within 2 weeks. To ensure a rapid return, **please follow the instructions below to return the defective product to our consolidation point in Shanghai:**

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1. Use the packaging in which the good part was received. Place the return/defective part in the antistatic bag (ESD if available) inside the box that the replacement parts arrived in. Use proper packing materials so as to not allow the part to move inside the box. Please ensure that the part goes into the box marked with the same part number.
2. Remove old Address Labels or Air Waybills from the box.
3. Please do not return any other products beside the one covered by the RMA you received for this product
4. **Please write the Pulse Secure Services Case number on outside of box.**
5. Please update the fields below and **place this sheet in the box with the defective.**

Pulse Case number: \_\_\_\_\_  
Part number: \_\_\_\_\_  
Serial Number: \_\_\_\_\_  
Your Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Postal Code: \_\_\_\_\_

6. Seal the box for safe shipping.
7. Please contact our asset recovery alias below @:  
e-mail: [asset-recovery@pulsesecure.net](mailto:asset-recovery@pulsesecure.net)
8. Once pick up date is confirmed, please have your material ready for pick up during normal business hours on the booked date at the reception of the pickup address.

**Important Note:**

- Collection will not be made if there is any access control to the building
- Failing to place Case# on the carton may cause Futile pick up as item is identified by Case #