



## **LATIN AMERICA: RETURN INSTRUCTIONS (ADVANCE REPLACEMENT ONLY)**

These instructions are applicable if a Return Material Authorization (RMA) request has been created with Pulse Secure.

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:**

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 2:**

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 3:**

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.

### **Step 4:**

Once you ship the defective item, 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\*\***