



Instructions for Returning a Defective 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 your replacement program, the return part must be sent back within 2 weeks after the receipt of replacement unit. To ensure a rapid return, **please follow the instructions below to return the defective product to our consolidation point:**

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. 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

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Please update the fields below and **place this sheet in the box with the defective.**

5 Pulse Case number: _____ Your Company Name: _____
Part number: _____ Address: _____
Serial number: _____ Postal Code: _____

6 Seal the box for safe shipping.

7 Please contact asset-recovery@pulsesecure.net for defective pick up arrangement.

8 Once pickup 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 pickup as item is identified by Case #

Important Information Regarding Returned Hard Drives/Solid State Drives

Please be advised that the Hard Disk Drive or Solid-State Drive contained in any PSA System that is returned to Pulse Secure through the RMA process can potentially be re-purposed and used in Pulse's logistics repair network. While such drives will be re-imaged with our latest operating systems, Pulse Secure cannot guarantee the complete and irreversible erasure of any customer data contained on those drives at the time of RMA. Any customer who does not consent to use of such drives in this manner should purchase the "Support keep your hard drive service" which will allow the customer to keep their hard drive when processing a return.