



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 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 Toronto:**

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.

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

Place the supplied return waybill label on the outside of the "Shipping Box" over the original shipping label. The New Label shows the address of our regional warehouse location where the parts should be shipped to.

8

Please arrange a pickup of "Shipping Box" from your location by calling the "Carrier" or drop off the package to a nearest Carrier authorized location.

9

If you have any questions or concerns, please contact the following via email asset-recovery@pulsesecure.net

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.