



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 Flash Global Logistics Advance Replacement Service. Under the terms and conditions of RMA policy, the replaced parts must be returned in **15 days**. To ensure a rapid return, **please follow the instructions below to return the defective product to our consolidation point in Amsterdam:**

- 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.
- 4** Please write the RMA number on the outside of the box if a preprinted RMA label is not affixed.

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 If you have a regular daily pickup, please give the package to the DHL driver. Otherwise please call the local DHL office to schedule a collection. Please reference the following account number when arranging transportation: 952501390. If your country is not listed below and is in the EU please go to www.DHL.com and select your country to find the local contact. Alternatively, you may contact us at emeacc@flashlogistics.com or call : +31 20 653 2323

COUNTRY	CONTACT NUMBER	COUNTRY	CONTACT NUMBER
FRANCE	0820202525	NETHERLANDS	08000552
GERMANY	018053453001	SPAIN	0902122424
IRELAND	01890725725	SWITZERLAND	0848711711
ITALY	199199345	UNITED KINGDOM	08442480844

- 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 RMA# on the carton may cause Futile pick up as item is identified by RMA #

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.