



Instructions for Returning a Defective Device

Dear Customer,

You have received a replacement part. Please return the defective unit using the enclosed return label.

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 Turkey:**

- 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.

K Lojistik Tasimacilik Ic ve Dis Ticaret LTD.STI 09:00 – 18:00 (Monday – Friday)
Phone: +90 232 3482828 or +91 9176054194 / 196 OR
E-mail: serdar.ozturk@klogistics.com.tr or flash@aamrofright.com

- 7 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.