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[juniper-licensing@ingrammicro.com](mailto:juniper-licensing@ingrammicro.com)

Desk hours - 8:30-8:00 Eastern

Market Development – Dan Williams

1-800-456-8000 x66016

[www.juniper.net](http://www.juniper.net)

### **Vendor Returns Information**

Returns are granted on an exception basis only. A replacement order is strongly recommended prior to submitting a return request. ETA's for Juniper to process return requests are 6 to 8 weeks.

To request a return, please contact us with the following information:

Your Ingram account number

Your PO #

Ingram Order number

SKU of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)

Reason for Return

Replacement PO# (if available)

Please contact our licensing desk with any questions.

