

# Instructions for Returning Infoblox Merchandise

Please follow the instructions below when returning an evaluation or defective unit:

1. Company name: \_\_\_\_\_
2. Write the serial number from the back of the device that is being returned:  
\_\_\_\_\_
3. Write the order number received in the email notification or from your pack list (This is the RMA number.) \_\_\_\_\_ Note: Technical RMA #'s start with a "6" – Eval Return RMA #'s start with a "3"
4. Put the device that you are returning in the carton that either the original unit or the replacement unit was shipped in.
5. Attach the Federal Express label to the box after removing any other shipping labels which may delay delivery.

Keep this half

Attach this half

The image shows two halves of a FedEx Billable Stamp form. The left half is labeled "Keep this half" and the right half is labeled "Attach this half". Both halves contain the same information: "FedEx Billable Stamp Express", tracking number "FEDEX: 00489401", expiration date "Aug 10 2008", and recipient address "RECEIVING INFOBLOX, 4750 PATRICK HENRY DR, SANTA CLARA, CA 95054". The right half also includes a "FedEx 2Day" logo and a barcode with the number 857009916848.

6. Put this completed form (or a copy) inside the carton with the device you are returning.
7. Contact Federal Express for pickup by calling 1-800-GO-FEDEX or <https://www.fedex.com/PickupApp> - (and select Express Service pick-up)

If you have any questions, please contact Infoblox Technical Support:

Telephone: 1-888-463-6259 (toll-free, US and Canada); +1-408-625-4200 ext. 1  
Email: [support@infoblox.com](mailto:support@infoblox.com) Web: <http://www.infoblox.com/support>

Note: International Eval Returns – Please use Federal Express #195183791 – Please include the original order # (which is also the RMA#) – Federal Express requires a proforma invoice for the value of \$1,000.00 USD with the shipment – For more details, please go to the FedEx web page and search under International Tools → International Documents.