

RMA Return Process: Request Air Waybill (AWB), Pack, and Ship Defective Unit

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Important

- **FRUs Not Returnable:**  
Field Replaceable Units (FRUs) — including Hard Drives, Power Supplies, SFP Transceivers, and Fans — **do not need to be returned** to Infoblox. Customers may dispose of these items on-site as salvage or e-waste.
- **Return Policy Limitations:**  
The return policy applies **only to full appliance replacements**. It excludes:
  - Defective TE-100 appliances
  - Universal DDI Physical appliances

Pack the Defective Unit:

1. **Use Original Packaging in which the replacement unit was received**
  - Place the defective part in an antistatic (ESD) bag inside the original box.
  - Ensure the unit matches the part number marked on the box.
2. **Include Only the Defective Product**
  - Do **not** return any other items besides the one listed in your order.
3. **Labeling & Documentation**
  - Remove old address labels or air waybills.
  - Write the assigned **RMA number** on the outside of the box.
  - **Complete the return Air Waybill (AWB)** (which was sent with the replacement appliance) and place the **AWB** inside the box with the defective unit.
4. **Seal Securely**
  - Ensure the box is sealed properly for safe shipping.

Where can I find the return waybill?

- The AWB is located in the **document pouch** attached to the replacement unit’s box.



If AWB is Missing:

Contact Infoblox Customer Service at [customerservice@infoblox.com](mailto:customerservice@infoblox.com) with:

- RMA number
- Serial number of defective unit
- Pickup contact name, number, email
- Pickup address (with ZIP code)

Infoblox will email you a new AWB promptly.

AWB Validity

- The AWB is valid for **1 month**.
- If the unit isn't returned within this period, contact Infoblox ([customerservice@infoblox.com](mailto:customerservice@infoblox.com)) to arrange a new AWB.

Shipping and Return Instructions by Region

Europe, US, UK, Switzerland, Mexico, Canada

- Contact **DHL** or **FedEx** to arrange return.
- Share the **tracking number** via your RMA case or email ([customerservice@infoblox.com](mailto:customerservice@infoblox.com)).

APAC Countries

- Email ([customerservice@infoblox.com](mailto:customerservice@infoblox.com)) or contact Infoblox
- Infoblox will coordinate pickup and share the ETA.

Shipping Costs for Returned Units

- Infoblox covers return shipping for customers with **active support contracts** and **prior authorization**.

Unauthorized Returns

- Infoblox will **refuse delivery** of unauthorized items.
- Such items may be returned at the sender’s expense.

Return Timeline

- Return the defective unit within **30 days** of receiving the replacement.
- If not returned in original packaging with correct part number, Infoblox may invoice you for the full list price (minus applicable discounts).

Need help? Contact Infoblox Support at <https://support.infoblox.com>