

CUSTOMER RETURNS - GUIDELINES

austriamicrosystems AG is committed to deploy first class quality and reliability assurance for its products, delivery performance and service activities and to achieve continuous improvement in all its processes and products. To realize our goals every area focuses on quality in order to ensure total customer satisfaction. This enables austriamicrosystems AG to achieve delivery quality of 10ppm (AOQ) or even better. However, if you do have problems with our products, please follow the guidelines as stated below.

Step 1:

Please contact our Customer Service/Inside Sales departments in Austria or in the field and ask for a Returned Materials Authorization Reference Number.

austriamicrosystems AG

Customer Service/Inside Sales

Schloss Premstätten

A-8141 Unterpremstätten, Austria

Tel.: ++43 3136 500 * (ext.of responsible CS/IS representative)

Tel.: ++43 31 36 500 0 (reception desk)

Fax.: ++43 3136 500 5709

Customer.service@austriamicrosystems.com

USA

Tel.: +1/509 696 2713

e-mail: cs.americas@austriamicrosystems.com

ANZ

Tel.: +65 68765832

e-mail: cs.asia.anz@austriamicrosystems.com

ASEAN

Tel.: +65 68765832

cs.asia.asean@austriamicrosystems.com

China

Tel.: +86 21 61627477 112

e-mail: cs.asia.china@austriamicrosystems.com

India

Tel.: +65 68765832

e-mail: cs.asia.india@austriamicrosystems.com

Japan

Tel.: +81 3 5484 6745

e-mail: cs.asia.japan@austriamicrosystems.com

Korea

Tel.: +82 31 711 3827

cs.asia.korea@austriamicrosystems.com

Taiwan

Tel.: +86 21 61627477 112

e-mail: cs.asia.taiwan@austriamicrosystems.com

For correct identification you are kindly requested to provide the type of material, the affected quantity, date code of the parts in question and the reason for the complaint.

Our Customer Service/Inside Sales department will then issue a Returned Materials Authorization Reference Number.

Please note: This Returned Materials Authorization expires after 60 days. Do not ship material after 60 days without obtaining a new Returned Materials Authorization.

Step 2

Please prepare all necessary documents for the return and indicate the Returned Materials Authorization Reference Number on all your shipping documents.

Step 3

Please pack samples of the affected products carefully. Use original packaging if possible and note the Returned Materials Authorization Reference Number on the outside of the package. Return the samples of the affected products and send back the balance of the complaint quantity after completion of failure analysis only.

Please note: Devices should be returned dismounted from PCBs in a testable condition (e.g.: underfill removed, no cut or bend leads). Insufficient packaging of devices may cause further deterioration (mechanical, ESD). Devices with cut, damaged leads or damaged packages cannot be retested for functionality.

Responses to your complaint

1. Failure Analysis

The returned devices will be checked, retested and investigated physiochemically, if necessary.

2. Corrective action

austriamicrosystems AG uses the disciplined 8-D problem solving approach, when corrective actions are necessary to be implemented.

3. Response

austriamicrosystems AG will send you the detailed failure analysis report and the 8D-Report, when corrective actions are required. Defect parts will be replaced or credited.

Miscellaneous:

Returns shall only be accepted after previous consent by austriamicrosystems.

In case of unjustified complaints Buyer shall reimburse austriamicrosystems for all expenses arising from such complaints.