



RMA Procedure for Customers

Dear Customer,

Should you have to return some goods to EM, please observe the following guidelines that will help us to serve you as quickly as possible. There are two steps, the first one being a prerequisite to the second one:

Step 1) Customer Complaint Registration

In order to receive an RMA number (Return Material Authorization), please contact EM's Customer Service to enter your complaint in our system:

Mr. Olivier Studer, Logistics ostuder@emmicroelectronic.com
Fax: +41 32 755 5905

Required information:

- 1) Your internal Reference Number
- 2) EM Product name
- 3) EM lot number that is affected
- 4) Number of bad parts
- 5) Reason of the rejection/return:
 - A full description of the observed failure with test results and the reference to the individual failing device.
 - Any additional report that may help determine the root cause (pictures, measurements, statistical data etc.).
- 6) Further details such as where the failure was detected: incoming inspection, end of production/assembly line, customer production line, field, etc.
- 7) A contact address (email) to whom EM should send the RMA number and Analysis Reports.

Step 2) Send the material with the RMA number and the failure report to:

EM MICROELECTRONIC Marin SA
Attn. O. Studer, Logistics Dept.
Rue des Sors 3
CH-2074 MARIN, Switzerland

Remarks:

- The RMA number starts with an R: Rxxxxx. Please mention this number in all further correspondence with our company.
- If the material is not returned within 30 days from notification, the RMA case will be closed.
- The customer complaint will be opened upon receipt of the material in Marin or Bangkok facilities.

Please use one of the following carriers **for shipments below 50 kg**:

Carrier	Options	Account Number
UPS	Express Saver	302 205
TNT	Economy	315 560
Federal Express		1311-6508-0
DHL		960-053-737

For all shipments above 50 kg, please contact Mrs. Laurence EYSSALET for shipping instructions:

leyssalet@emmicroelectronic.com

Phone : +41 32 755 5401

Fax : +41 32 755 5927

Thank you for your understanding.

Kind regards
EM MICROELECTRONIC Customer Service