

RMA – Melexis RMA Procedure

December 2019

Dear Customer,

To enhance customer satisfaction and increase effectiveness in our processes, Melexis follows a “Return Material Authorisation” procedure. This results in a more transparent and better communication between all business partners.

As we strive for standardization, we have defined one contact point for all your material return requests:
rma@melexis.com.

Before returning material to Melexis, we kindly request you to address your return request to above email address.

The following minimum information is needed:

- ☺ Customer reference number
- ☺ Product name (full ordering code)
- ☺ Quantity of returned parts
- ☺ Quantity of failing parts
- ☺ Lot number
- ☺ Failure/ issue description, including FA report sheet with all performed analysis at your side (pictures of the part, graphs, ABA/swapping test, etc...)
- ☺ Failure location (in case of field error: number of km)
- ☺ Customer location/branch
- ☺ End customer/OEM

Note:

- ☺ Please be aware that return shipments where above information is missing, can be refused and returned to your plant. Administrative costs for handling unauthorised returns cannot be claimed.
- ☺ Melexis has the right to reject the RMA request if the IC is in a damaged condition that is preventing further investigations. (e.g. broken IC, missing leads, burnt marks, burnt IC...)
- ☺ To achieve an efficient investigation, it is important to provide the part on IC-level. When the part is provided on module level (potted, overmolded...) we cannot guarantee successful extraction from our side. We have the right to refuse these parts. If we accept the parts Melexis is not liable for damages incurred on the part due to extraction.
- ☺ Returned material need to be properly packed considering ESD risk and environment risk.
- ☺ For obvious safety reasons, please highlight if returned material is potentially contaminated with hazardous material. In such case, please provide the relevant MSDS documents along with the returned material.

Once your request has been authorised, you will receive a unique CRC number and all necessary information to return the goods to Melexis in a proper way.

For identification of the returned goods at Melexis receiving department, please always mention this RMA/CRC number on the return documents and the box.

This RMA is under no circumstances an acknowledgement of Melexis responsibility or liability of the alleged defect.

For any question related to above information, please feel free to call on your Customer Relations contact at Melexis.

Yours sincerely,



Vincent Vanzeveren
Global Quality Manager, Melexis