

RMA – Return Material Authorization

Dear Customer,

In case you are experiencing issues while submitting this form, we would be grateful if you could complete the document and send it to rma@melexis.com as a temporary measure.

The relevant team will contact you at their earliest convenience.

Please provide the minimum required information for your return request:

- Your own reference*
- Manufacturing location (City + Country)*
- Date of occurrence (YY-MM-DD)*
- Origin of occurrence*
- EMS / Assembly (Tier 2)*
- Full company name
- Melexis Customer Name (Tier 1)* Full company name
- OEM (Car manufacturer)* Full company name
- MLX order code* e.g. MLX90371GDC-BCC-100-RE
- Quantity of failing parts*
- Quantity of returned parts*
- Lot number* Usually written on the part itself (e.g. S12345)
- Date code (YYWW)* Usually written on the part itself
- Issue description, including your FA report (pictures of the part, graphs, ABA/swapping test, etc...)*

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 needs 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.

<https://www.melexis.com/en/legal/terms-and-conditions>
