



## RMA Procedure for Customers

Dear Customer,

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

### Step 1. Customer Complaint Registration

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

Mr. O. Studer, Logistics, [ostuder@emmicroelectronic.com](mailto:ostuder@emmicroelectronic.com)  
Fax : +41.32.755.54.03

Required information:

- 1) Your Internal Reference Number.
- 2) EM Product name.
- 3) EM lot number affected.
- 4) Number of affected units.
- 5) Reason for the rejection/return :
  - the full description of the observed failure with test results and the reference to the individual failing device.
  - any additional report that may help to 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 (e-mail) 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  
Rue des Sors 3  
CH-2074 MARIN

Remarks:

- The RMA number starts with an R: Rxxxxx. Please mention this number in all further correspondence.
- If the material is not returned within 30 days from issue, the RMA case will be closed.
- The customer return case is open only on receipt of material in Marin or Bangkok facilities.

Please use one of the following carrier **for shipments less than 50 kg** :

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

**For all shipments more than 50 kg**, please contact Mrs Laurence EYSSALET for shipping instructions :

[leyssalet@emmicroelectronic.com](mailto:leyssalet@emmicroelectronic.com)  
Phone : +41 32 755 5401,  
Fax : +41 32 755 5927

Thank you for your understanding.

Customer Service