

General RMA Procedure

Dear Customer, should you need to return material to EM, please observe the following guidelines that will help us to serve you in the shortest time.

1. Call EM's Customer Service (+41 32 755 52 42) or your local Agent to receive an RMA number. This number is formatted Rxxxxx. Please use this RMA reference number in all further correspondence.
2. The RMA number will be provided only if the following information is available (when applicable) in your failure report or communication:
 - EM Product name
 - EM lot number(s) affected
 - Proportion of parts affected
 - Detection of the failure (IQC, manufacturing, field, test, OQC, ...)
 - Description of observed failure
 - Number of parts to be returned
 - Condition of the parts to be returned (on PCB, desoldered, etc...)
 - Any additional report that may help to determine the root cause (pictures, electrical measurements, statistical data, etc.)

3. Mail your failure report to EM:

Mr. Jorge Santos
Mail to: jorge.dossantos@emmicroelectronic.com
+41 32 755 52 42

4. With the RMA number you will receive the RMA shipment procedure explaining all shipment details.

Thank you for your understanding.