



RMA Procedure for Customers

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 (+41.32.755.5529) or your local Agent to receive an RMA number. This number is of the format Rxxxxx. Please use this RMA reference number in all further correspondence.
2. In your failure report, make sure that the following information is available (when applicable) :
 - EM Product name
 - EM lot number(s) affected
 - Proportion of parts affected
 - Description of observed failure
 - Any additional report that may help to determine the root cause (pictures, measurements, statistical data, etc.)

3. Mail your failure report to EM :

Mr. Olivier Studer, Logistics
<mailto:ostuder@emmicroelectronic.com>

4. Send the material with the RMA nb. and the failure report to :

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

5. Please use one of the following carriers **for shipments less than 50 kg** :

Carrier	Options	Account Number
1 st choice : FEDEX	International Priority	3211-1339-7
2 nd choice : DHL		960 053 737
3 rd choice : UPS	Express Saver	302 205
4 th choice : TNT	Economy	31 55 60

**Please use Fedex in priority.
Please do not take the insurance.**

For all shipments more than 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.