



## **Customer Return Information Sheet**

**\*This form must accompany all parts returned to avoid delays in processing\***

Note 1: After RMA notification, all material must be received at Marki Microwave with 60 days for Domestic and 90 days International Customers or the RMA shall be rejected and the material returned to the Customer.

Note 2: Material returned without proper protective packaging to prevent physical damage, contamination, and/or ESD damage shall be submitted for evaluation only, further analysis will not be performed.

### **To Be Completed By Customer**

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_(MM/DD/YYYY)  
Customer Contact: \_\_\_\_\_ Phone: \_\_\_\_\_  
PO#: \_\_\_\_\_ Date Received: \_\_\_\_\_ Customer P/N: \_\_\_\_\_  
Marki Order #: \_\_\_\_\_ Marki P/N: \_\_\_\_\_  
Return Qty: \_\_\_\_\_ D/C: \_\_\_\_\_  
Failure Mode: Electrical  Mechanical  Order Entry  Packaging/Handling   
Customer's complaint/ Problem statement: \_\_\_\_\_

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### **Failure questionnaire:**

- From where was the device received (customer, distributor, etc.)? \_\_\_\_\_
- Where did the failure occur (incoming inspection, discrete test, board level, system level)? \_\_\_\_\_
- When did the failure occur (initial turn-on, field, test, etc.)? \_\_\_\_\_
- How is the device failing (out of spec, catastrophic, etc.)? \_\_\_\_\_
- In what application was the device being used (auto, radio, space, etc.)? \_\_\_\_\_
- Is the failure(s) isolated to one particular customer or application? \_\_\_\_\_
- Has the failure occurred previously? \_\_\_\_\_
- Was the failure intermittent? \_\_\_\_\_
- Did replacing the device fix the problem? \_\_\_\_\_
- Environmental and Geographic conditions at the time of failure at customer or end user? \_\_\_\_\_
- Was the device soldered into the circuit? \_\_\_\_\_

For a Failure Analysis to be performed on Surface Mount Devices or Die, parts must be still on their board and not subjected to further damage.

An evaluation fee of \$500 will be assessed if the parts are spec compliant or if found to be damaged by the customer.

Marki Microwave warrants that all goods when sold are free from defects in materials and workmanship under normal use and service for a period of one year from date of shipment, as evidenced by Marki packing list. Marki Microwave's obligation under this warranty shall be limited to the replacement of goods which under our examination shall disclose to our satisfaction to be defective. In no event shall Marki Microwave's liability, including request for Failure analysis or for any breach of warranty exceed the net selling price of the defective goods. Product will be held for 60 days and then discarded.

### **To be completed by Customer Service**

Customer Service: \_\_\_\_\_ Approved by: \_\_\_\_\_ RMA#: \_\_\_\_\_  
Comments: \_\_\_\_\_

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