

Customer Service Note

Return Materials Authorization (RMA) Policy and Procedures for Microdisplay Products

Introduction

Micron's return materials authorization (RMA) procedures can vary by product type. This customer service note outlines the policies and procedures for returning Microdisplay products. Please refer to the Terms and Conditions for specific warranty information.

Obtaining an RMA

To request an RMA, contact the applications engineer (AE) that is assigned to the customer account. The AE will work with you to confirm the validity of the RMA request by verifying the following product information:

- The date the product was received by the customer. This is the warranty start date. Only parts still under warranty can be processed by Micron. For more information, refer to number 11 in the Terms and Conditions.
- Micron product model number(s)
- Quantity of the affected parts
- Total number of parts received in the original shipment
- Original purchase order or sales order number

The AE will also consider the specific issue or issues affecting the product, including:

- How the issue(s) was discovered
- The conditions under which the issue(s) was discovered
- The test equipment used to identify the issue(s)
- The conditions the part(s) were under when the part(s) failed: high or low heat, or high or low humidity...

Written documentation must be provided for the issue(s). The following are examples of documentation the customer should provide:

- Pictures of the condition(s) being observed
- The written description of the nonconformance must be in "is," "should be," "reference document" format.

Example: Dimension 14.35mm on display panel IS 14.67mm, SHOULD BE 14.35mm \pm 0.10mm, REFERENCE product data sheet #987654321 Rev. B, page 11.

If the AE determines that the RMA return request is valid, they will assist with completion of the Customer Request to Return Material form (QA033). When the form is complete, the AE will forward it to the Microdisplay RMA coordinator.

Upon approval of an RMA request by Microdisplay QA:

1. The RMA coordinator updates form QA033 with the RMA number and provides the customer with specific shipping instructions for returning the product(s) to Micron.
2. The assigned AE provides a copy of the updated form to the customer.

Returning Microdisplay Products

After receipt of return authorization, return the product to Micron within 30 days.

1. Pack the product(s) in the original shipping container or a container that protects the product from transit damage, and then prepay the shipping charges (including all duties and taxes). Like shipments from Micron to the customer, display panels must be returned with the panel cover film completely covering the display area. Refer to number 7 in the Terms and Conditions for details on shipping refunds.
2. Record the RMA number on the outside of the container and on the shipping label. Returned products that do not have the RMA number clearly marked on the outside of the container will not be accepted and will be returned to the customer.
3. E-mail the tracking number to the Microdisplay RMA coordinator at the e-mail address provided by your assigned AE.

Note: To maintain clear communication among all parties, please refer to the RMA number and credit memo numbers provided by Micron whenever possible.

General RMA Policies

The following policies apply unless otherwise established by contractual agreements between Micron and the customer:

- An RMA tracking number must be issued by Micron prior to any product being returned to Micron or Micron's Microdisplay products manufacturer.
- Upon receipt of return authorization, the customer has 30 days to return the product. If the product is not returned within 30 days, the RMA will be closed, and any product received by Micron under the closed RMA will not be accepted.
- Products will be accepted by Micron for warranty claim verification only when returned by the customer in a condition suitable for testing by Micron. For more information, refer to number 11 in the Terms and Conditions.

RMA Disposition and Schedule

Refer to the Terms and Conditions for RMA schedule and disposition information.

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Revision History

Rev. B	10/11
• Updated procedures	
Rev. A	9/09
• Initial release	