



Instructions for requesting an RMA:

- Fill out the attached RMA Request Form completely (see page 2 of this document) and send to the attention of the RMA Department:
Email to rma@4starelectronics.com or Fax to 949-606-9148
- Be sure to include any and all supporting documentation (i.e. datasheets, test reports, pictures, etc.).
- All RMA requests for parts that have failed must be accompanied by a test or failure report.
- We reserve the right to require that defective product returns be accompanied by a test report from a qualified laboratory.
- 4 Star Electronics reserves the right to consider each and every order Non-Cancelable and Non-Returnable.
- RMA requests are subject to review by management prior to RMA issuance. We will contact you with the details of our review within 3 business days. If your RMA request is approved we will issue you an RMA number and shipping instructions. All returns must be received within 20 days after RMA approval.
- **Do not return any material to 4 Star Electronics until the RMA has been approved and you receive shipping instructions.**
- All international returns must be marked as an intra-company transfer, the RMA number must be clearly marked on the outside of the package, and full invoice value must be declared.
- Please do not insure any return shipments to 4 Star, as we carry our own shipping insurance.
- No credit will be given for items damaged in transit or shipped to us in error.
- Parts that were ordered incorrectly by the customer are reviewed on a case-by-case basis and may be accepted in some cases with a re-stocking fee.
- Returned material is subject to inspection and validation before credit is issued. We reserve the right to consult a qualified laboratory. We will contact you with the details of our findings within 5 business days.

Terms & Conditions:

We offer a 30 day warranty to Fit, Form, and, Function on all orders. Customer must notify 4 Star Electronics in writing of any damage, shortage, or other discrepancy to Products within 5 days after delivery. After this time period, Customer is deemed to have accepted the Products and may not revoke acceptance. Customer cannot return Products without a Return Material Authorization (RMA) number. RMA Requests will only be reviewed if the request is made within 30 days of delivery and acceptance of product. All parts must be returned in the original packaging that they were shipped in. This would include the original tubes, reels, and trays, as well as proper ESD and MSD packaging. Improper packaging may cause the RMA to be rejected. Customer must return all Products as specified in the RMA and pay any restocking charges. 4 Star will return all Products not authorized for return to Customer freight collect, or hold Product for Customer's account at Customer's expense.

For our full Terms & Conditions, please visit our website at http://www.4starelectronics.com/terms_conditions.asp

If you have any questions or need assistance in completing the attached form please contact your sales rep and we will do our best to assist you.

Thank you,

Jose Cortez

QC Manager

Phone: 949-276-5223

Fax: 949-606-9148

rma@4starelectronics.com



RMA Request Instructions and Form

Do not return any material to 4 Star Electronics until the RMA has been approved and you receive shipping instructions.

Customer Information

Customer Name _____ Date _____

Address _____

City _____ State _____ Postal Code _____

RMA Contact _____ Contact Title _____

Quality Contact _____ Quality Email _____

Quality Phone _____ RMA Email _____

Part Information

Part Number _____ Manufacturer _____

PO Number _____ Invoice Number _____ Order Qty _____ Affected Qty _____

Discrepancy

Please check the appropriate box below that best identifies the discrepancy and give a complete detailed explanation in the space provided. Describe in detail any failure analysis that you have performed and include test reports for review.

Order Issues	Visual (requires photos)	Testing (requires failure report)
<input type="checkbox"/> Canceled Order	<input type="checkbox"/> Bent Leads	<input type="checkbox"/> Fail De-Cap Test
<input type="checkbox"/> Customer Error	<input type="checkbox"/> Damaged	<input type="checkbox"/> Fail Dimensional Test
<input type="checkbox"/> Did Not Order	<input type="checkbox"/> Formed/Trimmed Leads	<input type="checkbox"/> Fail Electrical Test
<input type="checkbox"/> Incomplete Kit	<input type="checkbox"/> House Marked	<input type="checkbox"/> Fail Programming
<input type="checkbox"/> Late Delivery	<input type="checkbox"/> Incorrect Packaging	<input type="checkbox"/> Fail SAM Test
<input type="checkbox"/> No Trace/MFG Certs	<input type="checkbox"/> Oxidized/Tarnished	<input type="checkbox"/> Fail SEM Test
<input type="checkbox"/> Short Shipment	<input type="checkbox"/> Poor Packaging	<input type="checkbox"/> Fail Solder Test
<input type="checkbox"/> Wrong D/C	<input type="checkbox"/> Test Dots	<input type="checkbox"/> Fail X-Ray Test
<input type="checkbox"/> Wrong MFG	<input type="checkbox"/> Transit Damage	<input type="checkbox"/> Fail XRF/RoHS Test
<input type="checkbox"/> Wrong Part	<input type="checkbox"/> Unidentifiable	<input type="checkbox"/> Programmed (OTP)
<input type="checkbox"/> Wrong Pkg Type	<input type="checkbox"/> Used/Pull/Refurbished	<input type="checkbox"/> Suspect Counterfeit
<input type="checkbox"/> Other	<input type="checkbox"/> Other	<input type="checkbox"/> Other

Details of Discrepancy

Resolution Request

Replacement Credit Testing Refund Other _____

Completed By

Name _____ Signature _____

For Internal Use Only

Vendor(s) _____ RTV Value _____

PO# _____ PO Date _____ RMA Value _____

Discrepancy Order Quality Disposition Reject Replace Validate Credit Refund

Sales Rep _____ Reviewed By _____ Approved By _____