



October 10, 2019

TO: Our Valued Customer

RE: Customer Warranty and Customer Return Process

Dear Customer,

Please find ON Semiconductor's customer warranty by reviewing the Standard Terms and Conditions of Sale available [here](#).

Process for all ON Semiconductor Product Returns:

1. When you need to return ON Semiconductor product for failure analysis and/or credit, you must first contact your ON Semiconductor customer quality representative (preferably using the QCenter group email address process outlined below).
2. Complete the form provided to you by your customer quality rep / QCenter contact including detailed information regarding your complaint.
3. Email the completed Customer Returns Form back to the QCenter / Customer Quality Rep.
4. Once your completed form is received by ON Semiconductor, the QCenter will then provide you with the proper shipping address with routing instructions.

QCenters:

For all product returns, RMA and FA requests, please send an email to the QCenter group address below for direction on the returns process and shipping address. The appropriate Customer Quality Engineer / Manager and other ON Semiconductor employees, who will assist you in your product returns process, are part of the QCenters listed below by region.

USA:

QCenter_AMERICAS@onsemi.com

EUROPE:

QCenter_EMEA@onsemi.com

ASIA:

QCenter_ASIA@onsemi.com

Japan:

QCenter_Japan@onsemi.com

For product-related technical questions, ON Semiconductor also provides Technical Support Centers. Please visit <https://www.onsemi.com/support>