



# RMA Policy

## (North/South America)

### 1. Requesting Return Authorizations

Return Authorization Numbers may be obtained by contacting the Corporate RMA Department at 1-866-762-7628 or [rma.dept@future.ca](mailto:rma.dept@future.ca). RMA Numbers ensure that returned products will be properly credited to the Customer's account. Products returned without authorization numbers will be returned to the sender. Please be prepared to provide related part number and invoice information when requesting return authorizations.

### 2. Incorrect Product

Future Electronics will promptly provide Returned Material Authorization Numbers for incorrect parts, see item 1. We request that you provide a copy of your original purchase order. Product must be returned with original packaging and labeling to help our investigation and processing. Your account will be credited when product returns are received and verified by our Distribution Center.

### 3. Failed Product

If you receive product that does not meet the Manufacturer's specifications, please contact your local Future Electronics Sales Office and provide as much detail as possible about the nature of the problem. You will be requested to complete a Failure Analysis Form that provides detailed information regarding the failure. Your Future Sales is available to help in this process.

Some manufacturers require review of failure exhibits by local Sales Representatives to verify the problem or to help customers with component applications. The Future Electronics Sales office will contact the local Sales Representatives if the Supplier requires local review of component failure issues.

In other cases, our Sales staff will forward exhibits to the manufacturer via the Future Electronics Quality Engineering Department. This verification process can be executed very quickly with most manufacturers. If the manufacturer confirms the problem, they will authorize the return of affected product and Future Electronics will provide replacement product or credit. Future Electronics will also require the manufacturer to provide appropriate Corrective Actions to prevent further component failures.

If the manufacturer determines that the failure exhibits meet the manufacturers' specifications, Future Electronics will forward the manufacturer's completed Test Report and exhibits back to you.

#### **4. Shipping Damage**

If you receive damaged product with visible damage to external shipping containers, please report the damage to the carrier at the time of receipt. Please contact the Future Electronics Sales Office with details of the damage.

#### **5. Return Requests due to Customer Errors or Customer Convenience**

Future Electronics will consider return requests, at our sole discretion and without obligation, due to Customer Error or Customer Convenience subject to the following restrictions:

- a. Product must not have been purchased with an NCNR agreement (Non Cancelable, Non Returnable) or be classified as CSP (Customer Specific Product).
- b. Product must be undamaged and be in the Original Manufacturers sealed Packaging or Future Electronics sealed packaging to ensure that there has been no possibility of physical damage, Electrostatic Discharge Damage (ESD) or exposure to moisture (especially important on Dry Packed SMT products). Future Electronics product labeling must be in place so that we have clear traceability to our original shipment. Future Electronics must be able to restock and resell this product with absolute confidence.
- c. Programmable product (FPGAs, CPLDs, PALs, GALs, etc.) must be in their original packaging with unbroken Future Electronics seals. Future Electronics must be able to resell this product with absolute confidence that the parts have not been programmed or exposed to ESD.
- d. Product must have been shipped by Future Electronics within the past 60 days. Future Electronics manages inventory consumption on a FIFO basis (First In First Out) to provide the newest product possible to our customers.
- e. Customer Convenience and Customer Error Returns shall be subject to restocking charges which will be determined on a case by case basis by the Future Electronics Corporate RMA group, with consideration for associated costs. Please refer to Future Electronics' Terms and Conditions which are posted at [www.FutureElectronics.com](http://www.FutureElectronics.com).
- f. All Customer Error or Customer Convenience Returns will be carefully inspected prior to restocking. Any product that is not suitable for restocking will be returned to the Customer without credit.

***For further information or questions on specific product return requests please contact the Corporate RMA Department at 1-866-762-7628 or e-mail [rma.dept@future.ca](mailto:rma.dept@future.ca).***