



**TO:** Valued Customers and Channel Partners of Sound Design Technologies, Ltd.

**SUBJ:** ON Semiconductor to Integrate Sound Design Technologies Ltd.

**DATE:** February 29, 2012

Dear Customer,

As you know, ON Semiconductor acquired Sound Design Technologies in 2010. Integration of the business is about to be completed. On Monday, April 2, 2012, all Sound Design Technologies, Ltd. order fulfillment processes and systems will be replaced by existing ON Semiconductor practices and procedures. The changes to be implemented will directly impact continuing business operations and relationships with all Direct and Channel Partners for Sound Design Technologies, Ltd.

This document outlines the return policy and customer return process for all ON Semiconductor FA product returns. Some FA return destinations are changing so it is important to confirm the correct shipment location prior to shipping.



## **ON Semiconductor Warranty and Return Policy**

ON Semiconductor warrants that its Products will, at the time of shipment and for a period of two years thereafter, be free from defects in material and workmanship, be free of all liens and encumbrances, and will conform to the ON Semiconductor's approved specifications. Buyer must advise ON Semiconductor in writing of any claims within the warranty period and obtain ON Semiconductor's return authorization, and return the Products to a facility or location directed by ON Semiconductor. If the Products are not as warranted, ON Semiconductor shall, at ON Semiconductor's option, either refund the purchase price of the Products or provide the same or equivalent replacement Products, and shall reimburse Buyer for any commercially reasonable cost of transporting the non conforming Products. In no event, however, shall ON Semiconductor be responsible for any non-conformance or other defects in the Products resulting from improper handling during or after shipment, misuse, neglect, improper installation or operation, repair, alteration, accident or for any other cause not attributable to defective workmanship or failure to meet specifications on the part of ON Semiconductor. This warranty shall not be expanded, and no obligation or liability will arise, due to technical advice or assistance, computerized data, facilities or services ON Semiconductor may provide in connection with Buyer's purchase. ON Semiconductor provides no warranty for ON Semiconductor products purchased through unauthorized sales channels. ON Semiconductor warrants replacement Products for the remaining term of the warranty on the originally delivered Product.

DEVELOPMENT PRODUCTS, PROTOTYPE OR OTHER NON-PRODUCTION PRODUCTS, SAMPLES OF PRODUCTION PRODUCTS AND LICENSED PROGRAMS ARE NOT WARRANTED AND ARE PROVIDED ON AN "AS IS" BASIS ONLY. THIS WARRANTY EXTENDS TO BUYER ONLY AND MAY BE INVOKED ONLY BY BUYER FOR ITS CUSTOMERS. ON SEMICONDUCTOR WILL NOT ACCEPT WARRANTY RETURNS FROM BUYER'S CUSTOMERS OR USERS OF BUYER'S PRODUCTS. THIS WARRANTY DOES NOT APPLY TO DEFECTS ARISING AS A RESULT OF BUYER'S DESIGN OR FORMULA.

THE REMEDIES SET FORTH ABOVE ARE ON SEMICONDUCTOR'S EXCLUSIVE LIABILITY AND BUYER'S EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY OR NONCONFORMITY OF THE PRODUCTS. THE WARRANTY SET FORTH ABOVE IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES FOR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXPRESSLY DISCLAIMED.



## **PRODUCT RETURNS – for Failure Analysis**

Step-By-Step Process for all ON Semiconductor product returns

1. When you need to return an ON Semiconductor shipment for failure analysis and/or credit, you must first contact your ON Semiconductor customer field quality representative to submit a Failure Analysis Requests (FAR).
2. Your customer field quality rep will provide you with the proper shipping address location and any routing instructions.
3. Contact information for ON Semiconductor customer field quality representatives are listed below.

### **CONTACTS – Customer Field Quality Representatives**

#### **North and South America:**

[QCenter\\_Phoenix@onsemi.com](mailto:QCenter_Phoenix@onsemi.com)

#### **EUROPE:**

[QCenter\\_Roznov@onsemi.com](mailto:QCenter_Roznov@onsemi.com)

#### **ASIA:**

##### **Seremban Return Center**

[QCenter\\_Seremban@onsemi.com](mailto:QCenter_Seremban@onsemi.com)

##### **Carmona Return Center**

[QCenter\\_Carmona@onsemi.com](mailto:QCenter_Carmona@onsemi.com)