



TO: Valued Customers and Channel Partners of Sound Design Technologies, Ltd.
SUBJ: ON Semiconductor Product Return Process for Replacement or Credit
DATE: February 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.

As part of this integration, there will be a change to the return process for replacement or credit between your Company and ON Semiconductor. ON Semiconductor's replacement or credit return process and return locations will apply to all acquired Sound Design Technologies, Ltd. products starting on **April 2, 2012**.

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

PRODUCT RETURNS – for Credit or Replacement
Step-By-Step Process for all ON Semiconductor product returns.

All product return locations are determined by the customer's "ship-to" country (i.e., by the Country where the customer received the products from ON Semiconductor). The steps for this process are as follows:

1. When you need to return an ON Semiconductor shipment for replacement or for credit, you must first contact your ON Semiconductor customer service representative (CSR) to submit a Return Merchandise Requests (RMR).
2. Your CSR will provide you with a Return Materials Authorization (RMA) number authorizing your product return.
3. The RMA form will contain the address/location appropriate for you to ship your return to. (Your customer service representative will also inform you of the routing instructions for the return shipment.)



DIRECT CUSTOMER “SHIP-TO” and PRODUCT RETURN LOCATIONS

(These routing locations do not apply to Failure Analysis returns. Consult your CSR for appropriate locations.)

(These routing locations do not apply to ITAR returns. Consult your CSR for appropriate locations.)

Hong Kong
China
Philippines
Korea
Australia
Malaysia
India
Indonesia
Israel
Singapore
Thailand
Turkey
Other Non-European Union countries in Europe, the Middle East and Africa
Japan
Taiwan
All European Union Countries
Canada

Return Center: ON Semiconductor Burlington/RMA Center

Return Center Address:

ON Semiconductor Burlington
970 Fraser Drive
Burlington, Canada
L7L 5P5

Americas Customers’ “ship-to” locations:

United States
Brazil
Mexico
Puerto Rico

Return Center: Los Angeles Hub/RMA Center

Return Center Address:

SCI LLC c/o CEVA Logistics
Customer Returns
19600 Western Avenue
Torrance, California
90501-1117



DISTRIBUTORS “SHIP-TO” and PRODUCT RETURN LOCATIONS

(These routing locations do not apply to Failure Analysis returns. Consult your CSR for appropriate locations.)

(These routing locations do not apply to ITAR returns. Consult your CSR for appropriate locations.)

North Asia Distributors’ “ship-to” locations:

Hong Kong
China
Philippines
Korea

Return Center: Hong Kong Hub/RMA Center

Return Center Address:

SCG Hong Kong SAR Ltd
Customer Returns
21F Global Gateway
168 Yeung Uk Road
Tsuen Wan, New Territory
Hong Kong

Americas Distributors’ “ship-to” locations:

United States
Brazil
Mexico
Puerto Rico

Return Center: Los Angeles Hub/RMA Center

Return Center Address:

SCI LLC c/o CEVA Logistics
Customer Returns
19600 Western Avenue
Torrance, California
90501-1117

Canada Distributors’ “ship-to” locations:

Canada

Return Center: ON Semiconductor/RMA Center

Return Center Address:

ON Semiconductor Burlington
970 Fraser Drive
Burlington, Canada
L7L 5P5