



## Return Process for Failure Analysis of all Image Sensor Products

Date: June 2, 2011

Dear Valued Customer,

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

Since ON Semiconductor completed the acquisition of the CMOS Image Sensor Products Business Unit (CISP) of Cypress, in March 2011, we have been working to integrate CISP into the respective business structures of ON Semiconductor.

As part of the RMA integration project, there will also be a change to the complaint return process, **requiring Failure Analysis**, between your Company and ON Semiconductor.

We will move to the new flow at the end of April, we ask you to stop submitting your Failure Analysis requests through the Cypress CRM system on the first of May. Please follow the below steps

- 1) Submit the IS FA Questionnaire through e-mail, to one of your Quality Interfaces that have been communicated to you by the ON team or to one of the Q-centers in your geographical area. The list of Q-centers can be found at the bottom of this document. Please submit only to ONE Q-Center at the time the complaint.
- 2) The Quality Interface will provide you with an EFAR (External Failure Analysis Request) tracking number and the address where to ship the package. Please mention this EFAR number clearly on the package and shipping documents.
- 3) Provide the Quality Interface through e-mail with the AWB tracking number the moment it becomes available, so that the ON team is able to follow up on the travelling package.

If you would have any concerns or questions, please get in touch with one of your ON quality interfaces. The Integration team will make sure that these are treated with the appropriate priority.

Thanks for your cooperation.



**US:**  
Phoenix Return Center  
[QCenter\\_Phoenix@Onsemi.com](mailto:QCenter_Phoenix@Onsemi.com)

**EU:**  
Europe, Middle East, and Africa  
[QCenter\\_EMEA@Onsemi.com](mailto:QCenter_EMEA@Onsemi.com)

**ASIA:**  
Seremban Return Center  
[QCenter\\_Seremban@Onsemi.com](mailto:QCenter_Seremban@Onsemi.com)

Calamba Return Center  
[QCenter\\_Calamba@Onsemi.com](mailto:QCenter_Calamba@Onsemi.com)

Carmona Return Center  
[QCenter\\_Carmona@Onsemi.com](mailto:QCenter_Carmona@Onsemi.com)

Leshan Return Center  
[QCenter\\_Leshan@Onsemi.com](mailto:QCenter_Leshan@Onsemi.com)

### **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.

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