



VENKEL LTD.

RMA PROCEDURES

Guidelines that determine returns:

Approved returns - general requests for RMA

- 1) Standard parts that shipped out within 90 days.
- 2) Parts are in same condition as received by customer with original labels still on reels.

Procedure for Out of Spec Parts

- 1) Parts must have shipped within reasonable amount of time as determined by Venkel.
- 2) Samples of parts must be sent to Venkel for FAR (Failure Analysis).
- 3) RMA will be given to return parts if tests of samples reveal parts' failure due to factory cause. Credit will be given for quantity invoiced even if not all parts are available to return due to failure.
- 4) Venkel will bear shipping costs to return parts and ship out correct parts

RMA for wrong parts shipped to customer

- 1) Parts must have shipped within reasonable amount of time as determined by Venkel.
- 2) Venkel will bear shipping costs to return parts and to ship out correct parts

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