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**TITLE: Shipping & Packing requirements For Returned Material  
Addendum 2**

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**POLICY #: 15-01-001****Cirrus Logic RMA Return Procedures To Be Provided To The Customer For Return Of Product**

<b>Return Authorization #:</b> _____	<b>Issue Date:</b> _____
<b>Sold-to Customer Name:</b> _____ <b>End Customer:</b> _____	
(This section filled out by Cirrus Logic prior to transmittal to customer)	

**Customer Return Procedure Information**

These RMA Return Procedures are intended to set forth the general procedures to be followed for the return and acceptance of products by Cirrus Logic customers and distributors ("Buyer"). These procedures should be read in conjunction with the applicable Cirrus Logic order acknowledgement and associated terms and conditions, distributor agreement or other agreement between Cirrus Logic and Buyer. In the event of any conflict between the terms in these procedures and the terms of any such agreement, the terms of such agreement shall control. These procedures shall not, by themselves, create any rights on the part of the Buyer to return products or any obligations on the part of Cirrus Logic to accept returned products. Any warranties and other such rights or obligations shall be as provided for in the applicable agreement between Buyer and Cirrus Logic.

**1. Issuance And Processing Of RMA Number For Failure Analysis or Correlation (FACR).**

The Buyer must obtain a Return Materials Authorization (RMA) from the Cirrus Logic sales support person in the regional sales office that supports the Buyer. The FACR RMA will be issued for specified quantities of product to be returned for failure analysis or correlation. The failure analysis or correlation will be performed by Cirrus provided that the returned product satisfies the following conditions:

- 1.1 Buyer shall provide samples (up to 10) of defective units to Cirrus Logic with a detailed description of the observed failure mode. If product is being returned for correlation, the number of devices to be returned shall be agreed upon ahead of time by the Buyer and Cirrus and the devices will be marked such that correlation data can be determined.
- 1.2 Samples provided by Buyer must not have been damaged in ways other than the claim specifies (e.g. electrical failures must have no physical damage which would prevent analysis).
- 1.3 Samples provided by Buyer must have the original device marking intact and legible.
- 1.4 Samples provided by Buyer must not have had any destructive failure analysis performed.
- 1.5 **Samples must be packaged per Section 4 below.** Failure to follow those instructions could result in the return being scrapped or otherwise rejected by Cirrus Logic and the Buyer's loss of potential credit for the return.

**2. Procedure for Return of Product Under a Warranty Claim:**

- 2.1 Prior to any group of units being returned under warranty, the Buyer must provide a description of the noncompliance described (on a Cirrus Logic FACR request) at which time Cirrus Logic may elect to provide an RMA number for the return of a sample of nonconforming product. (Section 1 above)
- 2.2 If an FACR is deemed necessary, the Buyer must ship via Incoterms 2000 FCA to Cirrus Logic's designated facility sample units representing said problem under the RMA process described in Section 1 above for verification by Cirrus Logic of noncompliance with warranty.
- 2.3 Upon confirmation of noncompliance with the warranty, Cirrus Logic will supply a RMA number to the Buyer for return of the balance of nonconforming product. Follow the instructions in Section 4.

**3. Procedure for Return of Product for Credit or Replacement Not Related to Warranty Failures**

Prior to any return of product, the Buyer must contact the local Cirrus Logic sales support person requesting the issuance of a RMA number to Buyer for the total amount of product to be returned for credit or replacement not related to non-compliance with warranty. The Buyer has 90 days after receipt of the RMA number to return authorized product to Cirrus Logic. Shipment of such returns must follow the shipping instructions outlined in Section 4.

**4. Shipping of authorized product returns:****4.1 FACR Returns:**

Small quantities of units (up to 10) returned for examination to validate warranty claim must comply with industry standard shipping practices as outlined below. Such returns must be serialized and contained in proper anti-static trays, anti-static tubes, or anti-static boxes with anti-static foam within anti-static bags.

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**POLICY #: 15-01-001****4.2 Bulk Returns:**

All bulk quantities of units shipped to Cirrus Logic shall be clearly marked with the RMA number and packaged according to Cirrus Logic's packaging standards as follows:

Returned devices must be:

- 4.2.1 MANDATORY:** Inner boxes and bags must be separated by Cirrus Logic part number
- 4.2.2 MANDATORY:** Inner boxes and bags must be separated by mark date-code.
- 4.2.3 MANDATORY:** Contained in proper anti-static trays, anti-static tubes, or anti-static boxes with anti-static foam within anti-static bags.
- 4.2.4 MANDATORY:** Packaged in such a way so as to prevent mechanical damage.

**4.3 Shipping Method:**

All return shipments (including FACR and Bulk Returns) are to be made freight prepaid with the RMA number clearly marked on each outer carton.

<b>Ship all FACR returns to:</b>
<input type="checkbox"/> Cirrus Logic, Inc. 2901 Via Fortuna Austin, TX. 78746 Attn: Steve Byrnes

<b>Ship all other product returns to:</b>	
<input type="checkbox"/> Cirrus Logic, Inc. C/O JSI Shipping 1535-B Rollins Road Burlingame, CA 94010	<input type="checkbox"/> Cirrus Logic, Inc. C/O JSI Shipping Tsuen Wan International Centre 68 Wang Lung Street, 30/F Tseun Wan, Hong Kong, China
<b>(Cirrus Logic will check applicable return location for customer)</b>	

**MANDATORY: When all return shipments are physically shipped, the Cirrus Logic Traffic Department must be notified at:**

**Email**  
**cirrus\_traffic@crystal.cirrus.com**  
**Phone**  
**(USA) 1-512-851-4000 Ask for the Shipping Dept.**

**4.4 Rejection of Return:**

Any products received which were not shipped in accordance with the shipping and packaging requirements stated above may have the RMA number rescinded, be rejected and returned to the Buyer, and/or be scrapped as described in Section 5 below.

**4.5 Shipping Requirements:**

**4.5.1** All products that are identified as eligible for return to Cirrus must conform to all applicable Customs (Government) Rules and Regulations. This information must clearly identify both the Shipper and Consignee with:

- Complete Company Name
- Physical Address ( No PO Boxes)
- City
- Country
- Postal Code (where applicable)
- Country of Origin for each product / lot

**4.5.2** Cirrus requires that all products returned to Cirrus must have a label clearly identifying the following:

- Cirrus Part Number
- Quantity
- Lot #
- Country of Origin

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**POLICY #: 15-01-001****5. BUYER PROCEDURE TO AVOID SCRAPPING OF IMPROPERLY SHIPPED MATERIAL OR MATERIAL  
DAMAGED DUE TO MISHANDLING**

To prevent the scrapping of product that was improperly packaged for return shipment or for product that in Cirrus Logic's sole opinion, was improperly handled, the Buyer must, at or before returning the product to Cirrus Logic, provide specific written instructions to the Cirrus Logic regional sales support person requesting the return of any product for which credit will not be granted. Cirrus Logic will honor such requests subject to the following:

- A) The Buyer agrees to pay the return freight for such non-usable product.
- B) The Buyer agrees to pay a handling fee not to exceed 15% of the value of the product.

**By returning product to Cirrus Logic without obtaining a prior written request for the return of non-usable product, Buyer grants Cirrus Logic authorization to scrap, on Buyer's behalf, any portion of returned product found in Cirrus' sole judgment to be unusable due to improper shipping or improper handling and Buyer acknowledges that Cirrus Logic will not owe Buyer credit or replacement product for any scrapped material.**