



## Commercial Return Notification

CRET1811007

**Issue Date:** 02-Nov-2018

Dear *Emma Tempest*,

Herewith NXP would like to notify you that your request for commercial returns has been acknowledged. NXP recommends you to follow the actions detailed in the process described below.



## Premier Farnell - TFF1015HN/N1,115 to be returned back to NXP

**Return Reason** C02 - Commercial Return

### Description

SBE requested to proceed with commercial return for TFF1015HN/N1,115 as it was taken out of the obsolete return. Emails attached.

### Identification of products

The products and quantities involved are specified in the attached spreadsheet ( [view online](#)). The products are identified by box labeling (Batch-lot ID, date code, product type, NXP part number and quantity). If products are unpacked, you can find date code and product type on the reel as well.

### Return Process

**Please follow the instructions below!**

- NXP will provide the customer with the necessary Return Goods Accompanying Documents (RGAD). The documents will be provided to you by your customer service representative. The document shall be attached by the customer to the outer box of the shipment. The RGAD will provide you with the appropriate NXP returns center address to ship the product to.
- NXP has authorized the return of the material as specified in the attached Excel spreadsheet. Please note the authorization only applies to the products specified and the indicated quantities.
- **For Commercial (CRET) and Logistics (LRET) returns**, the material shall be returned in original sealed boxes bearing original undamaged labels. No additional labels may be attached

to the reel(s), moisture barrier bag(s) or box(es). Any deviation from this requirement must be specifically agreed with NXP prior to shipping the actual return. NXP reserves the right to charge customers for repacking / relabeling of commercial returns that contain customer labels / markings or other labels applied by the customer. Such charges will be communicated and agreed upon prior to authorization of the return.

- If your return is classified as a COMMERCIAL return, the customer is required to ship the return to NXP returns center at the customer's expense using the customer's appointed carrier. To determine if your return is a COMMERCIAL return, refer to the description field of the NXP RGAD document and locate the CUSTOMER ORDER NUMBER reference field. It will begin with the characters CRET. Exceptions to this policy requires prior approval from NXP
- For all return types EXCEPT commercial, please pack, weigh and measure the shipping carton dimensions and provide the following to your NXP customer service representative:
  1. Number of shipping cartons
  2. Weight of shipping cartons (in kg)
  3. Dimensions of shipping cartons (in cm)
  4. The name, email address and phone number for the person at your company who will receive the shipping label(s) or waybill
  5. Date shipment is ready for pick up
  6. Special instructions if the return will be picked up in a location other than the customer shipping dock (i.e. Front Desk, security desk, etc.)

NXP will set up the return shipment with an NXP preferred carrier at NXP's expense. Upon completion of return shipment set-up, you will receive an email containing the shipping labels (if FedEx is used) or carrier tracking information, pick up date, RGAD and instructions.

- **The customer is responsible for providing the export invoice.**
  - *If the agreed delivery INCOTERMS of the order you are returning were FCA, DAT, DAP or CPT, you were the importer of record (IOR) and must make the shipment available to NXP's carrier cleared for export.*
- Upon receipt, NXP will inspect the shipment to match the agreed product, quantities and other details. If the goods received do not match the products authorized for return, NXP reserves the right to return them to the shipper as an unauthorized return.
- Assuming the return shipment is received and is in line with the specified quantities, NXP will issue a credit note accordingly.
- If the received quantity is less than agreed, NXP will decrease the quantity on the RMA and the credit will be issued based upon the physically received quantity.
- NXP will not credit quantities higher than the specified shipment volume.

## Contact and Support

You can track the progress of the containment and return actions and share feedback online. Please use the buttons at the end of this message to access the tool or to get additional support.

For other questions you may contact

First name - last name Romana - Paulova

Position CSR

e-mail address [romana.paulova@nxp.com](mailto:romana.paulova@nxp.com)

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