

## Customer Returns Policy

### QUALITY AND SERVICE

Foil Resistors places customer satisfaction as being of the utmost importance and an essential part to the success of Vishay Precision Group (VPG). VPG states its primary goal is “to exceed the expectations of our customers”.

We continually strive to meet and exceed our customers’ requirements and improve the effectiveness and quality of our products.

### ANALYSIS REPORT

For the return of failed parts for analysis, the instructions below should be followed. In accordance with Vishay Precision Group Quality Procedure, a comprehensive analysis report will be provided within 10 working days upon receiving failed parts in any of the Foil Resistors Division facilities.

### TRACEABILITY

In order to deal with your returned parts quickly and effectively, traceability details of the returned resistors are requested. The traceability form (attached) should be completed and sent to us by either fax or e-mail to enable locating all the necessary documentation to facilitate the investigation. A copy of the form should be sent to your Sales/Service Representative.

It is also required that a copy of this information be attached to the returned parts, which should be sent directly to us for analysis without delay.

### RETURNED PARTS

The returned resistors are to be sent directly to the Foil Resistors Division (contact persons are listed below), and not via our distributors. This will help to avoid any unnecessary delays and provide you with a prompt response. If parts were purchased via a distributor, please inform them of your intention to return the parts.

### CONTACT PERSONS

For any quality issue please contact the following persons:

#### Vishay Foil Resistors (Except NA Region)

Raya Kapelyan  
2 Haofan St,  
Holon, 58814  
Israel  
PH: +972-3-557-0815 • FAX: +972-3-556-8116  
[Raya.Kapelyan@Vishaypg.com](mailto:Raya.Kapelyan@Vishaypg.com)

#### Alpha Electronics

Osamu Taguchi  
238-1, Itaisawa, Nakatashiro,  
Yurihonjo-city  
Akita, 018-0901  
Japan  
PH: +81-184-67-2905 • FAX: +81-184-67-2991  
[Raya.Kapelyan@Vishay.com](mailto:Raya.Kapelyan@Vishay.com)

#### Vishay Foil Resistors (For NA Region)

Steve Phillips  
63 Lancaster Ave  
Malvern, PA 19355  
United States  
PH: +1-610-407-4812  
[Steve.Phillips@Vishaypg.com](mailto:Steve.Phillips@Vishaypg.com)

#### Powertron

Thorsten Wieland  
18a Potsdamer Strasse  
D-14153 Teltow  
Germany  
PH: +49-3328-3530 31 • FAX: +49-3228-3530-15  
[Thorsten.Wieland@Vishaypg.com](mailto:Thorsten.Wieland@Vishaypg.com)

### TRACEABILITY FORM

CUSTOMER INFORMATION			
Customer:	_____	Date Sent:	_____
Contact Person:	_____	Sent to:	_____
Tel. No.	_____		
Fax No.	_____		
Email Address:	_____		
Cust. Ref. No.:	_____		

FAILURE INFORMATION			
Type of Compliant	<input type="checkbox"/> Electrical	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Visual
	<input type="checkbox"/> Packaging	<input type="checkbox"/> Label	<input type="checkbox"/> Mixed Part
	<input type="checkbox"/> Others:	_____	
~ For soldering compliant, please attach with customer's profile and soldering composition ~			
Point of Failure	<input type="checkbox"/> Qualification	<input type="checkbox"/> Incoming	<input type="checkbox"/> Assembly
	<input type="checkbox"/> Field Failure	_____	
	<input type="checkbox"/> Reliability:	_____	
Test Conditions	Please indicate test conditions in which units were failed		
	_____		
	_____		

DEVICE INFORMATION			
Part Number:	_____	P. O. #:	_____
Device Type:	_____	Quantity of Failed Units:	_____
Date Code:	_____	Quantity Sent:	_____
F. O. #:	_____		
F. C. #:	_____		

Please send us your completed form by email or fax to the appropriate contact person.