



Digi-Key RMA Instructions

1. All return instructions need to be followed in accordance with Digi-Key issued RMA documentation. Failure to process accordingly can result in delays in issuing of credit, as well as additional fees, or decline of the RMA.
2. Reference your RMA number on the outside of the package. *Note: do not use manufacturer packaging as the shipping container. The returned goods must be placed in a shipping container to return to Digi-Key.*
3. * Parts returning must be in original packaging and in resalable condition.
 - * All returns/packaging are subject to incoming inspection by a Quality Control Technician.
 - * If parts are no longer in original packaging, a restock charge may be applied or the RMA may be declined.
 - * There must be no markings or labels from your company on the product or packaging.
 - * All ESD sensitive devices will undergo incoming inspection utilizing Digi-Key's ESD work instructions and the most recent version of the ANSI/ESD S20.20 standard. ESD product that has not been handled according to the standard will not be eligible for credit.
 - * ESD sensitive product which has been opened outside of Digi-Key's controlled environment will not be returned to stock to be sold again. If the reason for return is Digi-Key's error the product must be returned sealed in Digi-Key's original ESD shielding bag. The product will then be handled and scrapped at Digi-Key's facility. Failure to process accordingly can result in delays in issuing of credit, additional fees, or decline of the RMA.
 - * Do not staple anything to the ESD shielding packaging. Any ESD shielding bag with staple holes in it or with anything stapled to it will deem the product inside as scrap. This could result in delays in issuing of credit, additional fees, or decline of the RMA.
 - * Moisture sensitive parts must be returned in the original sealed moisture barrier bag with desiccant and a humidity indicator card (HIC). Rebaking product will take place if the moisture barrier bag is not sealed, the HIC indicates that there is moisture in the moisture barrier bag, or if the desiccant and HIC are not sealed in the moisture barrier bag with the product. Failure to process accordingly can result in delays in issuing of credit, additional fees, or decline of the RMA.
 - * Tape and reel products must be complete reels which include the original leader and trailer. A cutdown fee or decline of the return may apply if any parts, the leader, or the trailer are missing.
 - * Military: All designated military hi-reliability/QPL product that is associated with a date/lot code so noted on the barcode label affixed to the package, must be returned in the original, unbroken Digi-Key packaging. The date/lot codes will be verified against the original shipment documentation.
4. Please print one copy of the attached Return Merchandise Authorization(RMA). Enclose one copy of the RMA inside the package, noting a brief explanation for the return.
5. All ship charges are the customer's responsibility, unless stated otherwise.
6. The RMA Number is valid for 30 days.
7. Send the package back to the following address:

Digi-Key
ATTN: Customer Service - 68137774-1
701 Brooks Ave South
Thief River Falls, MN 56701
USA



Digi-Key Customer Service Returns Dept.
Orders 1-800-344-4539
customer.service@digikikey.com

Return Merchandise Authorization

701 Brooks Ave. South, Thief River Falls, MN 56701-0677

Ship To:	DIGI-KEY	RMA68137774-1
	ATTN: CUSTOMER SERVICE	
	701 BROOKS AVE SOUTH	
	THIEF RIVER FALLS, MN 56701	
	USA	

Ship From:	DUANE R THOMPSON
	MONTEREY BAY AQUARIUM RESEARCH INSTITUTE
	7700 SANDHOLDT RD BLDG A
	MOSS LANDING CA 95039-0000

Date Issued: 08-May-2019	RMA #: 68137774-1	Purchase Order Number: OVERSHIPMENT	Reason for Return: Return / Digi-Key Error	Courier Return Service Digi-Key Expense	Expiration Date: 07-Jun-2019
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Returned Qty	Part Number	Description	Unit Price USD \$	Amount USD \$
22	811-2858-ND COUNTRY/ORIGIN: CHINA HTSUS: 9030.33.3800	VOLTMETER 6-75VDC LED PANEL MT ECCN: EAR99	45.18600	994.09
			Total Value Returning	994.09 USD \$

This is a Return Merchandise Authorization of product only. Upon receipt of product and incoming inspection, a credit/debit memo will be issued for parts returned. Any additional charges that may occur, as described in the RMA Instructions attached, will also be reflected on the memo. This memo will be faxed or emailed to your Accounts Payable department. DO NOT use this RMA to take credit for the product to be returned.