



Reclamation Form

| | | | |
|---|--------------------|--------------------------|----------------------|
| CUSTOMER / COMPANY NAME | | COMPLAINT NUMBER | COMPLAIN DATE |
| PURCHASE ORDER NUMBER | | PART NUMBER/ NAME | DATE CODE |
| NUMBER OF BOARDS CLAIMED | | YOUR REFERENCE | |
| REASON FOR CLAIM | Description | | |
| <input type="checkbox"/> Base material | | | |
| <input type="checkbox"/> PCB thickness | | | |
| <input type="checkbox"/> Stack-up | | | |
| <input type="checkbox"/> Copper thickness | | | |
| <input type="checkbox"/> PTH Holes | | | |
| <input type="checkbox"/> Conductors /Tracks | | | |
| <input type="checkbox"/> Solder mask | | | |
| <input type="checkbox"/> Micro vias (Filled / plugged/Covered) | | | |
| <input type="checkbox"/> Marking print | | | |
| <input type="checkbox"/> Routing / V-scoring | | | |
| <input type="checkbox"/> Surface finish | | | |
| <input type="checkbox"/> OTHER – please specify | | | |
| ACTION REQUESTED | | | |
| RESPONSIBLE PERSON | | DATE | |
| | | | |

See page 2

Yes, I have understood

30 DAY LIMITED WARRANTY

PCB EXPRESS warrants its bare boards against defects in materials and workmanship under normal use for a period of 30 days from date of shipment ("Warranty Period"). The End-User immediately, but no later than 10 days upon receipt of the goods at the place of destination, performs an entry PCB control according to IPC-A- 600 and notifies (in written form) the defects that has been detected and exactly describes the type of the defects. If a defect arises and a valid claim is received within the warranty period, **PCB EXPRESS** will, at its option and to the extent permitted by law, for any bare boards that are returned and confirmed by **PCB EXPRESS** to be non-conforming to the order specifications and/or the applicable quality and acceptability standards, either (I) replace the bare board at no charge or (II) issue a credit equal to the original purchase price of the bare board. When a product is exchanged, any replacement item becomes the customer's property and the replaced item becomes **PCB EXPRESS** property. When a refund is given, the product (unpopulated PCBs) for which the refund is provided must be returned to **PCB EXPRESS** and becomes **PCB EXPRESS** property. **PCB EXPRESS** will not accept liability for any cost in addition to the value of the bare boards including but not limited to components, labor, business interruptions and any other consequential damages or losses. **PCB EXPRESS** disclaims any open-ended acceptance of liability for losses beyond the control of **PCB EXPRESS**.

This limited warranty does not apply: (A) to damage caused by use with non- **PCB EXPRESS** products; (B) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (C) to damage caused by use of the product outside the permitted or intended uses described in the order specifications; (D) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of **PCB EXPRESS**; (E) to a product or part that has been modified to alter functionality or capability without the written permission of **PCB EXPRESS**; or (F) to cosmetic damage, including but not limited to scratches or dents, that does not otherwise affect the product's functionality or materially impair its use.

Please read the [Storage conditions](#)

Section for PCB manufacturer

| | | | |
|---|--|-----------------------|------|
| Manufacturer tool number /ID | | Work order number/ ID | |
| Examination performed on: | | Date of examination | |
| <input type="checkbox"/> Returned boards | | | |
| <input type="checkbox"/> Stock or control boards | | | |
| Results from the examination: | | | |
| | | | |
| Corrective action taken: | | | Date |
| | | | |
| Final action: | | Description | |
| <input type="checkbox"/> Returned boards to be reworked | | | |
| <input type="checkbox"/> New boards to be produced/replaced | | | |
| <input type="checkbox"/> Credit note to be issued | | | |
| <input type="checkbox"/> Other- specify | | | |
| RESPONSIBLE PERSON | | | Date |
| | | | |