



Expertise Applied | Answers Delivered

Littelfuse, Inc.
8755 West Higgins Road, Suite 500
Chicago, IL 60631 USA
(773) 628-1000

Littelfuse Aftermarket Customer Warranty Statement and Return Policy – Updated July 2017

Product Warranty:

Littelfuse warrants its products to meet all agreed upon specifications between Littelfuse and customer, which also includes manufacturing defects.

Warranty/Quality Return

This type of return reason is used if a customer has reported a quality problem with a Littelfuse product.

Notification: via email or in writing by the respective Customer or Rep Agency. The Customer Service Representative will open a CAWEB to alert Quality of the complaint.

Disposition of Product: Littelfuse will provide and notify the Rep and/or customer with a Return Material Authorization number, an authorization letter will be included as well. The authorization number must be clearly marked on the outside on every carton being returned.

Criteria required for credit:

The following information must be included with the Return Material Authorization:

1. CA Web Number included on the RMA
2. Original invoice number
3. Original delivery number
4. Complete list of all material numbers and quantities requested to be returned
6. Littelfuse will pay the return freight charges
7. Return must be received by Littelfuse within 30 days of the complaint.

For any accounts in arrears, the credit issued will be used to offset any past due balances

Customer Return Policy:

The allowable return categories under this policy include:

1. Littelfuse Error

Notification: via email or in writing by the respective Customer or Rep Agency, within 30 days after receipt of delivery. Requests after the 30-day grace period will be denied.

Disposition of Product: If it is determined that the reason for return is the result of a Littelfuse error, Littelfuse will provide and notify the Rep and/or customer with a Return Material Authorization number, an authorization letter will be included as well. The authorization number must be clearly marked on the outside on every carton being returned.

Criteria required for credit:

The following information must be included with the Return Material Authorization:

1. Explanation and supporting documentation justifying Littelfuse error
2. Original Invoice number
3. Original delivery Number
4. Reorder instructions if required
5. Complete list of all material numbers and quantities to be returned
6. Littelfuse will pay for the return freight costs
7. Return must be received by Littelfuse within 60 days

NON – Littelfuse Error

Notification: via email or in writing by the respective Customer or Rep Agency, within 30 days after receipt of delivery. Requests after the 30-day grace period will be denied.

Disposition of Product: If it is determined that the reason for return is not the result of a Littelfuse error, the request will be reviewed and approved or denied by the Littelfuse Sales Manager.

If approved, Littelfuse will provide and notify the Rep and/or customer with a Return Material Authorization number, an authorization letter will be included as well. The authorization number must be clearly marked on the outside on every carton being returned.

Criteria required for credit:

The following information must be included with the Return Material Authorization:

1. Materials returned must be in saleable condition and original packaging
2. Original invoice number
3. Original delivery number
4. Offsetting Purchase Order (as needed)

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5. Complete list of all material numbers and quantities requested to be returned
 6. Customer is responsible for all return freight costs
 7. All approved returns are subject to a 20% restocking fee
 8. Return must be received by Littelfuse within 60 days
- For any accounts in arrears, the credit issued will be used to offset any past due balances

All returns must be shipped to:

Littelfuse Eagle Pass

ATTN: Mabell Carranza

(For Quality Issues, direct to the Quality Engineer in charge of the material)

1793 Brown Street Suite B

Eagle Pass, TX 78852