

 **TI Information - Selective Disclosure** (requires a user login to view)

Customer Return Process

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Assess returnability status

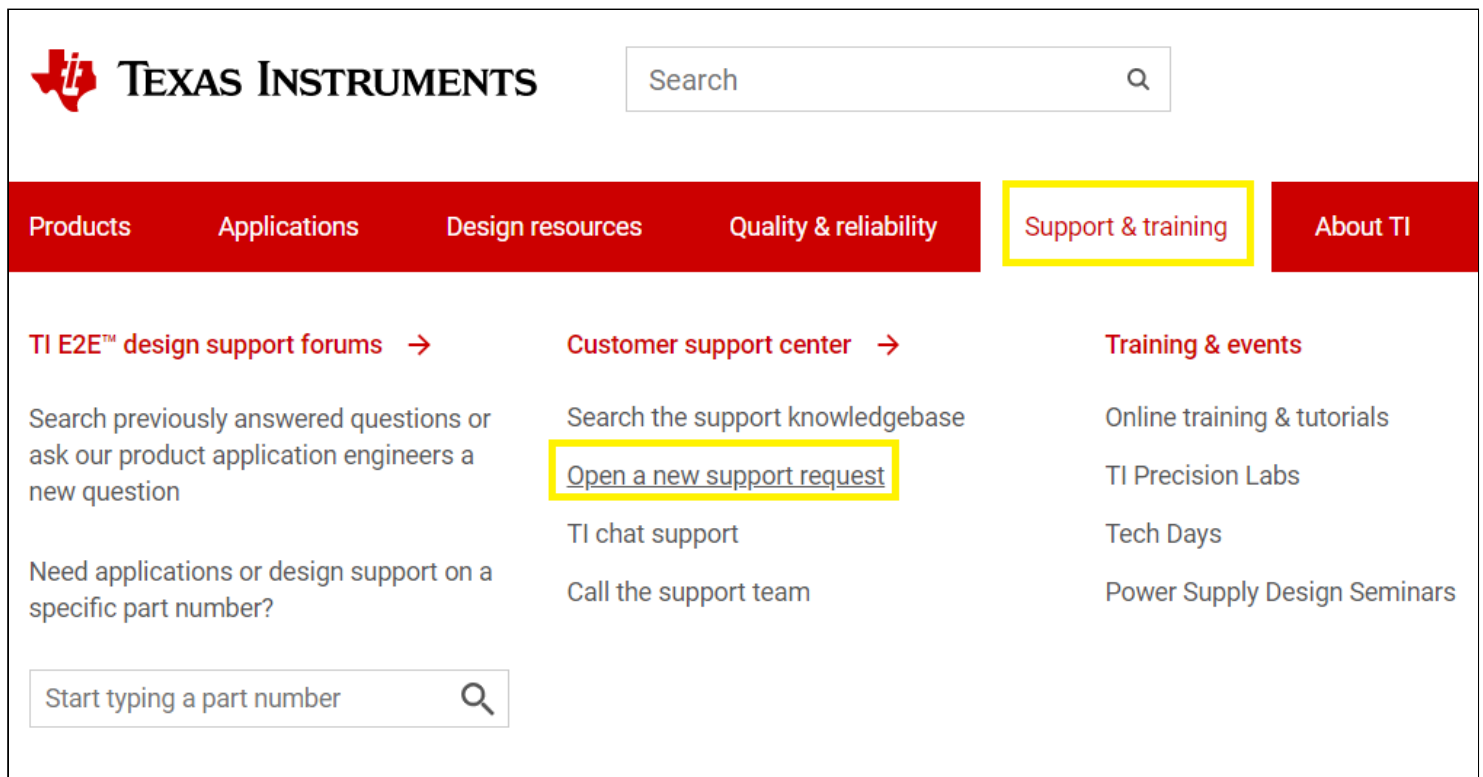
Faulty EVMs may be returned to TI only if purchased on TI.com (TI Store). If purchased through distribution, the customer must initiate the return/ exchange through the disty.

Initiating the return

EVMs purchased through the TI Store may be returned by initiating a claim on TI.com with the Customer Support Center (CSC).

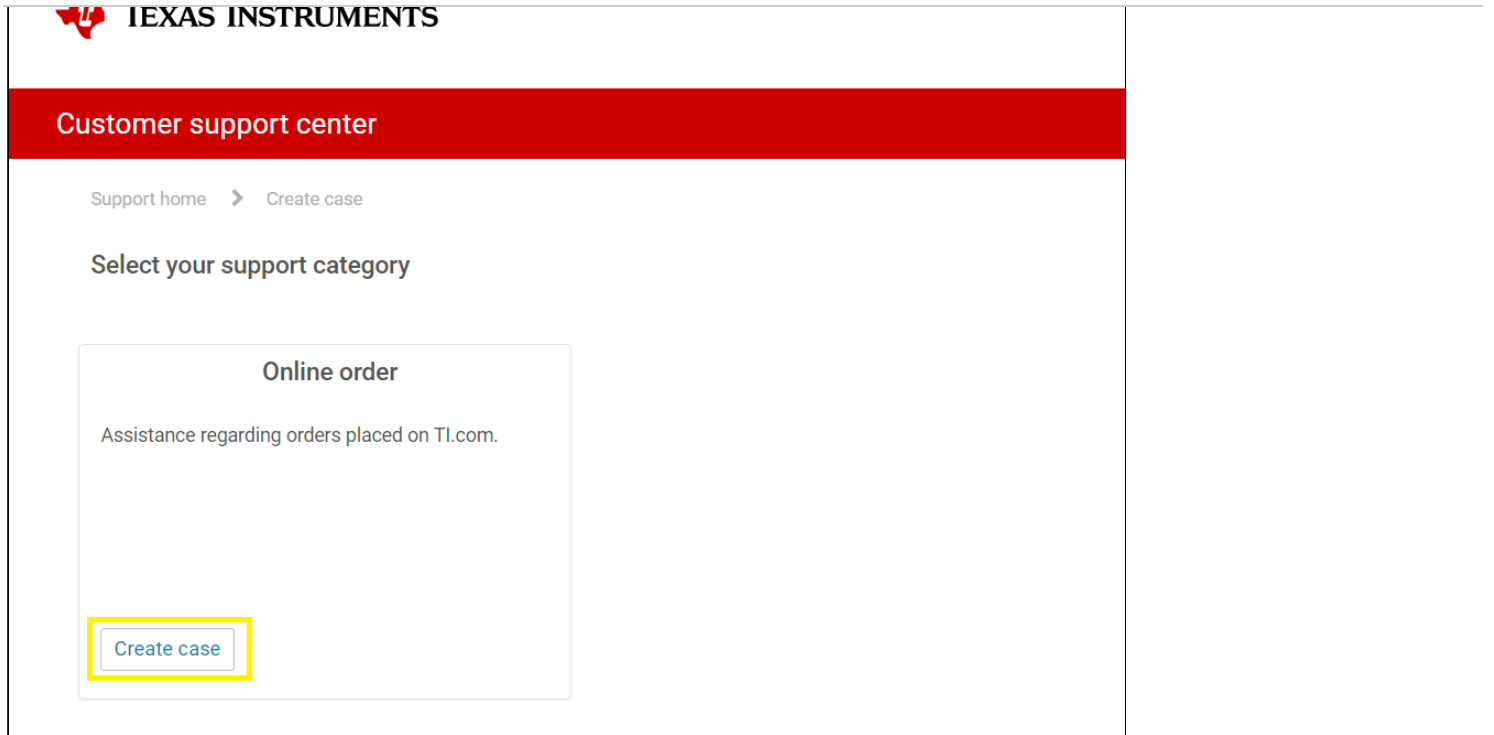
Open support request

From the home page, click *Support & training* → *Open a new support request*. The user will be prompted to log in with their TI.com account credentials (required).



The screenshot shows the Texas Instruments website header and navigation menu. The Texas Instruments logo is on the left, followed by a search bar. Below the logo is a red navigation bar with the following items: Products, Applications, Design resources, Quality & reliability, **Support & training** (highlighted with a yellow box), and About TI. Below the navigation bar, there are three columns of support options. The first column is titled "TI E2E™ design support forums →" and includes links for "Search previously answered questions or ask our product application engineers a new question" and "Need applications or design support on a specific part number?". The second column is titled "Customer support center →" and includes links for "Search the support knowledgebase" (with "Open a new support request" highlighted in a yellow box), "TI chat support", and "Call the support team". The third column is titled "Training & events" and includes links for "Online training & tutorials", "TI Precision Labs", "Tech Days", and "Power Supply Design Seminars". At the bottom left, there is a search bar with the placeholder text "Start typing a part number" and a magnifying glass icon.

Create case



The screenshot shows the Texas Instruments Customer Support Center interface. At the top left is the TI logo and the text "TEXAS INSTRUMENTS". Below this is a red navigation bar with the text "Customer support center". Underneath the navigation bar, there is a breadcrumb trail: "Support home > Create case". The main heading is "Select your support category". A card titled "Online order" is displayed, with the description "Assistance regarding orders placed on TI.com." At the bottom left of this card, a "Create case" button is highlighted with a yellow border.

Submit form

Finally, fill out the form, and click *Submit*.



Online order

Assistance regarding orders placed on TI.com.

Name Phone
Email Address
Language

Customer details will be automatically populated based on myTI.com account information

Submit

Customer company selection

* Customer company name

Order number

Part number

* Short description of your case

Provide case details or comments ⓘ
Character Limit for this field: 6000 ✕

No labels