Customer Return Process

Created by Michael Erdahl, last modified on May 07, 2021

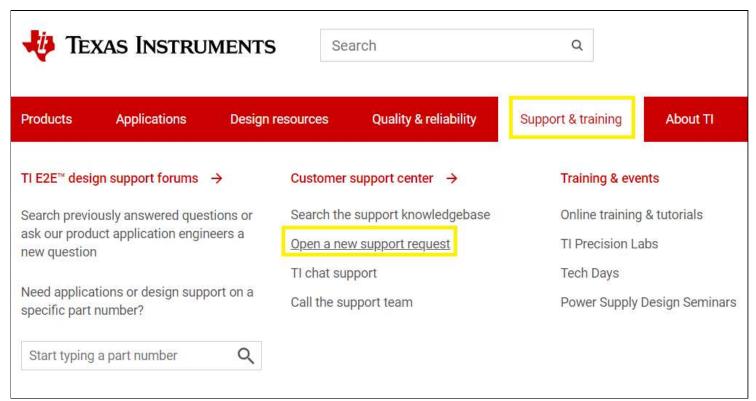**Last edited: 5/7/2021**

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).
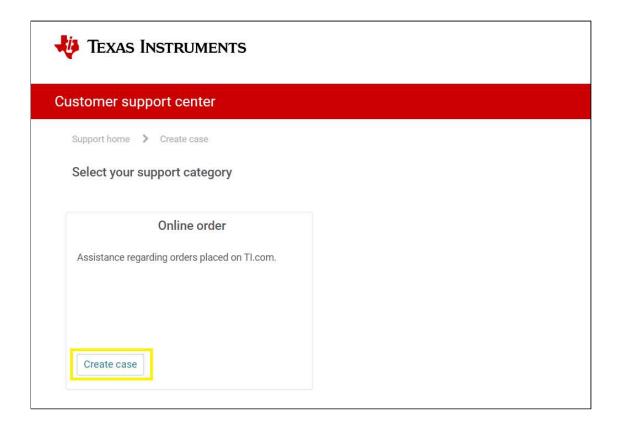
Open support request

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).
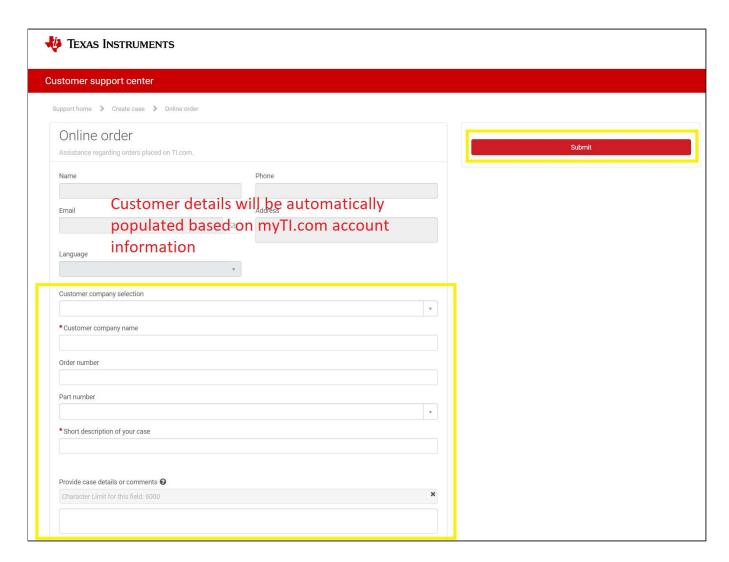

Create case

Next, from the CSC portal, find the Online order box and click *Create case*.

Submit form

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

Customer support center

Online order
Assistance regarding orders placed on TI.com.

Submit

Name

Phone

Email

Address

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

Language

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