

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 with the TI logo and a search bar. Below the header is a red navigation bar with the following links: Products, Applications, Design resources, Quality & reliability, Support & training (highlighted with a yellow box), and About TI. Below the navigation bar, the page is divided into three columns. The first column is titled 'TI E2E™ design support forums →' and contains the text '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 contains the text 'Search the support knowledgebase', 'Open a new support request' (highlighted with a yellow box), 'TI chat support', and 'Call the support team'. The third column is titled 'Training & events' and contains the text 'Online training & tutorials', 'TI Precision Labs', 'Tech Days', and 'Power Supply Design Seminars'. At the bottom of the first column, there is a search bar with the placeholder text 'Start typing a part number' and a magnifying glass icon.

Create case

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

Customer support center

[Support home](#) > [Create case](#)

Select your support category

Online order

Assistance regarding orders placed on TI.com.

[Create case](#)

Submit form

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

Customer support center

[Support home](#) > [Create case](#) > [Online order](#)

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