Siemens Canada Ltd. Returns Credit Table

Problem Code		Original Package? Y/N/B	Return Time	Product Class	Warranty Y/N	New Credit Rate
Defective	5		M02, M03		Y	100%
	5	Y, N, B			Y	100%
	5	Y, N, B	M02, M03		N	0%
Errors by Customer/ Region	12	B	M02	A		100%
	12	B	M02	B		70%
	12	B	M02	C, D		max 60%
	12	B	M03, M04	A, B, C, D		max 60%
	12	B	M12	A, B, C, D		0%
	12	N	M02	A		85%
	12	N	M02	B		70%
	12	N	M02	C, D		max 60%
	12	N	M03, M04	A, B, C, D		max 60%
	12	N	M12	A, B, C, D		0%
	12	Y	M02	A		100%
	12	Y	M02	B		70%
	12	Y	M02	C, D		max 60%
	12	Y	M03, M04	A, B		60%
	12	Y	M03, M04	C, D		max 60%
	12	Y	M12	A, B, C, D		0% *
Errors by Factory	13	Y, N, B	M02, M03, M04	A, B, C, D		100%
	13	Y, N, B	M12	A, B, C, D		0% *

* to be determined upon inspection

Packaging

Y = No Service Order Generated in SAP (Unit may be placed directly in live inventory or may be scrapped at site)

N = No longer in original packaging, or seal broken, or original packaging no longer usable but device is fully functional, unused and was not installed

B = In original packaging, original packaging reusable with original seal intact

Return Time

M02 < 60 Days
M03 > 60 Days & < 90 Days
M04 > 90 Days & < 365 Days
M12 > 365 Days

Product Classes

Product class A = Trouble-free, at short notice reusable (Restockable in current configuration)

Product class B = Limited respectively only medium-term reusable (Can be restocked as broken-down sub assemblies)

Product class C = Order related/specific produced/sourced products and normally not reusable or recyclable
(NOT RESTOCKABLE)

Product class D = Order related/customer specific produced products with necessary engineering effort and not reusable or recyclable (Design for Customer) (NOT RESTOCKABLE)

Credit will not be issued if the original order is less than $150.00 Euros/USD for non failure related product returns.

October 1, 2022