

How to claim

Initiation of a claim

The buyer claims:

- personally at the address: Mikroelektronika spol. s r.o., Dráby 849, Vysoké Mýto, 566 01, CZECH REPUBLIC
- by post, by delivery service providers at the same address
- by email to an email address reklamace@mikroelektronika.cz or cme@mikroelektronika.cz . Subsequently, the non-conforming goods must be delivered to the company's address. unless otherwise agreed in specific cases.
- Proper handling with non-conforming goods must ensure that item is not further damaged, especially by mechanical stress during transport and electrostatic discharge. In case of non-compliance with ESD conditions, the complaint may be rejected due to latent damage by electrostatic discharge.

Documents

The claim must be accompanied by:

- a document proving that the defective item was delivered by Mikroelektronika spol. s r.o.
 - the production batch, used materials etc. are subsequently searched for from this document
- detailed description of the defect
- if possible, determine how many bad parts were found from the delivered quantity
- contact persons for communication about the claim

Takeover of the complaint is confirmed to the buyer by email.

General terms and conditions are available [here](#).