

# Return and Credit Authorization Procedure

## Application Note

AN05

Issued: June 2009

Supersedes: April 2005

ISO 9001 REGISTERED

### Introduction

Corning Incorporated is a world leader in manufacturing optical fiber. We take pride in delivering a total quality product that meets our customers' requirements. In the event that a reel of Corning optical fiber does not appear to meet agreed upon specifications, it may be returned to Corning Incorporated for analysis and/or credit.

The following is a step-by-step procedure for returning Corning optical fiber. This procedure is designed to enable Corning Incorporated to issue credit and eliminate the fiber defect in a timely manner.

### Corning Optical Fiber Warranty

Shall be governed solely by a written optical fiber supply contract between Corning and its customer or Corning's purchase order acknowledgment. For illustration purpose only, such warranty provision typically reads as follows:

*Limited Optical Fiber Warranty.* Corning warrants that the optical fiber delivered hereunder will conform to the technical specifications included in or supplied by Corning in accordance with this Contract or Acknowledgment. Any optical fiber which does not meet the foregoing warranty (as agreed to in good faith by Buyer and Corning) shall be deemed non-conforming to such specifications and Corning will give an appropriate credit to Buyer for such non-conforming optical fiber or at Corning's expense replace such optical fiber. Either of these alternatives shall be Buyer's exclusive remedy for any reason based on optical fiber from Corning pursuant to this Contract or Acknowledgment. The foregoing warranty is conditioned on (i) all claims regarding such non-conforming optical fiber must be made by in writing to Corning (with appropriate samples in amounts as Corning requests of such claimed non-conforming optical fiber) not later than ninety (90) days after Corning's shipment date of such optical fiber; and, unless Corning objects to the claim within thirty (30) days of receipt of such claim, the claim shall be deemed accepted by Corning; (ii) the defective optical fiber shall have been maintained by Buyer in accordance with Buyer's normal operating procedures as well as any relevant Corning written standards that shall have been theretofore delivered to Buyer, and that such optical fiber shall not have had any stage of cable processing or alteration performed on it, and (iii) if any Buyer repair or alteration of such optical fiber has been done (whether or not approved by Corning) this is not a cause of the optical fiber being non-conforming to such specifications. Corning guarantees and warrants all optical fiber supplied under this Contract or Acknowledgment only to the extent set forth in this paragraph. THIS GUARANTEE CONSTITUTES THE SOLE GUARANTEE OF OPTICAL FIBER PROVIDED HEREUNDER BY CORNING, AND IS IN LIEU OF ALL OTHER WARRANTIES (WHETHER WRITTEN, ORAL OR IMPLIED), INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR LIABILITY FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OPTICAL FIBER.

The Corning logo is a blue square with the word "CORNING" in white, uppercase, serif font centered within it.

CORNING

## Return Authorization Number

If a fiber fails to meet an agreed upon specification as evaluated based upon the specification, it may be returned to Corning. The first step is to request a return authorization (RA) number from your Corning representative (Corning applications engineer, sales representative, or customer service representative).

NOTE: To determine compliance with the purchase specification, use approved measurement methods as defined in the appropriate product specification.

The RA number represents Corning's approval to return the fiber in question for verification while providing a tracking system useful in expediting fiber evaluation.

Corning will issue a RA number for fibers found to be defective up to sixty (60) days after the Free on Board (FOB) ship date unless otherwise negotiated. Whenever fibers are returned, the decision as to whether credit will be issued is based on the results of a special investigation.

Your Corning representative needs the following information to generate an RA number.

- Number of fiber reels to be returned.
- Corning Fiber Identification Numbers (ID)—A unique 12-digit number assigned to each fiber manufactured by Corning.
- Reason for return.

After the fiber ID's and reason for return are received, an RA number (RAXXXXXXX) is generated by Corning. Your Corning representative will provide you with the RA number and discuss with you any fibers which exceed the 90 days limit for placing a claim based on the reason for the return.

A return authorization will be cancelled if fiber "return notification" has not been received within 30 days of issuance of RA number to the customer. Return notification denotes fiber(s) are in transits to a Corning facility.

## Returning Fiber to Corning

Once the RA number is issued, the fiber should be returned to the appropriate Corning location as designated by your Corning representative.

Note: With approval from the Corning representative, you may elect to keep the fiber and request partial credit for the difference between the purchased length and the next usable length to the nearest 100 m. If so, you also should provide to your Corning representative the label length, usable length, and unusable length information for each reel.

Prior to shipping the fiber, the appropriate RA number should be marked on the shipping paperwork for the fiber being returned. Each box and/or spool also should be marked with the RA number.

Ship all fiber returns to the following address unless otherwise instructed by your Corning representative.

Corning Incorporated  
Attn: Quality Department (RAXXXXXXX)  
310 N. College Road  
Wilmington, NC 28405  
USA

Corning will pay for the return freight, in the case of an administrative error, by providing the appropriate charge number or retroactively crediting the account.

Corning tracks its performance on the amount of time to close Return Authorizations. Therefore, please ship the fiber back to Corning ASAP after the RA number is obtained. If Corning has not received the returned fiber after a period of time, Corning's account representative will contact you about closing the RA.

## Procedures for Special Cases

### *Broken In-Process Fiber Returns*

Broken in-process is defined as a break that occurs during routine handling or in your manufacturing process for no apparent reason, possibly due to a fiber defect.

- Every attempt should be made to preserve both break ends (approximately 5 in. section). Do not disturb the fiber's coating.
- The break ends should be returned to the address listed above in a BSA sample submittal package with the actual break ends identified (showing the direction the fiber was moving) and the fiber ID included. A submittal package will be provided and express mailed by your Corning representative for your use.
- The fiber break ends will be submitted for optical microscope and/or scanning electronic microscope (SEM) analysis to determine the magnitude of the breaking stress, mode of failure (e.g., bending, tension, or torsion) and source of failure.
- Use the normal procedure for returning the fiber break end unless otherwise negotiated.

### *Delivery Quality Returns*

Corning provides the following questionnaire for customers (cable manufacturers [cablars], agents, distributors, etc.) to report damage to fiber or fiber packaging observed upon receipt or initial processing of the fiber.

1. Corning shipments that arrive with visible damage to the product or packaging must be reported to the carrier. Corning must file any such claim **within 7 days of shipment arrival at a customer**. Cablers or agents conducting direct sales transactions with Corning must therefore inform a Corning representative or regional freight forwarder of any observed damage to the product or packaging within 7 days of receipt of the shipment. Please report shipment damage in writing (email or fax are acceptable) by providing the requested information below to your account representative.

Company Name \_\_\_\_\_

Company Representative \_\_\_\_\_

Arrival Date of Shipment \_\_\_\_\_

Shipment Number \_\_\_\_\_

Arrival Condition                      Number of Damaged Pallets / Totes \_\_\_\_\_

**Note:** Corning requires photographs of shipment damage to file insurance claims.

Refer to Table 1, Visual Defects Observed on Product or Packaging for the proper format in which to provide specific reel and box information.

2. Irregularities in fiber **wind or process handling** must be reported to Corning **within 30 days of processing the fiber**. Customers are responsible for ensuring that storage and handling guidelines outlined in application note AN3037 are followed while fiber is in their possession. Corning recommends that customers inspect their shipments on arrival, but if inspection is not possible, then cablers should **inform** Corning of **issues**.

Refer to Table 2, Damage or Irregularities Observed after Unpacking or In Process for the proper format in which to provide specific reel and box information.

3. Customers should report **product functional issues within 90 days of shipment arrival**. This is Corning's standard purchase warranty on saleable product, but does not override any negotiated warranty specific to a purchase contract.



Credit Memorandum

Figure 1

<b>CORNING</b> Corning Optical Fiber Corning Incorporated Corning NY 14831 United States	<b>CREDIT INVOICE</b>	Page: 1 INVOICE NO: 9100009919 INVOICE DATE: 20-FEB-2005														
<b>Sold To: 197890J8</b> Corning Incorporated Corning Incorporated Wilmington Plant 310 N College Ave Wilmington NC 28405 United States	<b>Please Direct Inquiries To:</b> Telephone: 607/248-2000 Fax: 607/248-2200 E-mail: opticalfibres@corning.com	<b>CREDIT AMOUNT: -2,200.00</b> <b>Currency: USD</b> Original Invoice: 9100009918														
<b>Ship To: 197890J8</b> Corning Incorporated Corning Incorporated Wilmington Plant 310 N College Ave Wilmington NC 28405 United States	<b><u>No Payment Required</u></b>															
<table border="1"><thead><tr><th>Line</th><th>Corning Product Customer Part Number</th><th>Corning Order No Customer PO Number</th><th>Quantity</th><th>UOM</th><th>Unit Price</th><th>Extended Amount</th></tr></thead><tbody><tr><td>1</td><td>Corning® InfiniCor® SX+ fiber N/A</td><td>000006946 WILMINGTON TEST ORDER</td><td>(17.60)</td><td>KM</td><td>125.00</td><td>(2,200.00)</td></tr></tbody></table>	Line	Corning Product Customer Part Number	Corning Order No Customer PO Number	Quantity	UOM	Unit Price	Extended Amount	1	Corning® InfiniCor® SX+ fiber N/A	000006946 WILMINGTON TEST ORDER	(17.60)	KM	125.00	(2,200.00)		
Line	Corning Product Customer Part Number	Corning Order No Customer PO Number	Quantity	UOM	Unit Price	Extended Amount										
1	Corning® InfiniCor® SX+ fiber N/A	000006946 WILMINGTON TEST ORDER	(17.60)	KM	125.00	(2,200.00)										
<b>Total Value:</b>						<b>(2,200.00)</b>										
<b>Total Amount Credited:</b>						<b>(2,200.00)</b>										
<b>Currency:</b> USD																
<b>Notes:</b>																

## Approved and Denied Return Requests

### *Approved Return Requests*

Verification of a fiber's noncompliance with the purchase specification or customer satisfaction by Corning is followed with a credit memorandum (see Figure 1). This will be mailed to you by the Corning customer service department or your sales account representative. In addition, your Corning representative will provide you with analysis results and/or corrective action plans.

### *Denied Return Requests*

If a fiber's noncompliance is not verified by Corning, you will be notified by your Corning representative that your request for credit was denied. This notification will include an explanation of our findings. If desired, the fiber in question then will be returned to you.

Corning Incorporated  
[www.corning.com/opticalfiber](http://www.corning.com/opticalfiber)

One Riverfront Plaza  
Corning, New York  
USA

Phone: (607)248-2000

Corning is a registered trademark of Corning Incorporated, Corning, N.Y.

© 2009, Corning Incorporated