Dear Valued Molex Customer,

Below is our tool evaluation and repair process, as it applies to Molex Application Tooling equipment:

**Evaluation Process for Crimp Hand Tools:**

Molex will work with a customer who is having a hand tool crimp quality issue, to see if we can identify the issue (first through correspondence either by phone or e-mail). If we are unable to identify the issue through correspondence, we will ask the customer to return the tool, via our evaluation process explained below.

**NOTES:**
- Molex does not
  - Repair hand tools
  - Recommend a company that will repair hand tools
- To help prevent ongoing or future hand tool crimp quality issues Molex does not:
  - Offer hand tool frames for sale
    - We have found it most appropriate to replace the entire hand tool
  - Offer replacement hand tool die sets
    - The die set is what drives the complete cost of a hand tool
    - By the time the die set is worn or damaged, the hand tool frame is close to or in need of replacement
- Generally, the following hand tool repair parts offered by Molex and are field replaceable by the customer:
  - Springs
  - Locator(s)

**Evaluation Process for Crimp Applicators and Presses:**

- Molex can typically help customers resolve most issues over the phone or through email with a Molex applicator or Press.
- Molex requires that a trained technician speak with the customer to discuss, troubleshoot, and potentially resolve the issue, prior to:
  - Issuing an evaluation ticket
  - The customer sending the tool or press to Molex for evaluation
    - This process helps the customer get their applicator or press back in production as quickly as possible.
    - Molex wants to avoid customers shipping equipment (spending time and money) when:
      - It is not truly required
      - We could help get the tool back in production within minutes instead of days.
• If it is determined that the equipment must be returned
  o Molex will gather the customer’s basic information along with their e-mail information.
    ▪ Company name and ship to address
    ▪ Contact person and email address
    ▪ Tool part number and serial number
    ▪ Lease number (if applicable)
    ▪ Brief description of the problem
  o Molex will send an e-mail to the customer, generally within four hours of the call (depending on current time and global customer location).
    ▪ This e-mail will include instructions the instructions needed to send a tool in for evaluation.

The e-mail will include the following:

• Customer Tool and Molex Contact information
  o Molex Evaluation # - Molex will assign a number
  o Molex Tool # - xxxxx-xxxx
  o Molex Lease # - If applicable
  o Molex contact person and phone number

• Customer Information
  o Customer Company – Name
  o Customer Contact – Persons name
  o Commitment – Customer to approve quote if applicable prior to any repair being started

• Required processes to ship the tools back to Molex
  o Applicators
    ▪ Protect tooling during shipping by insuring upper and lower tooling do not contact each other
    ▪ Include the following in the shipping package:
      • 100% of the applicator parts
      • Some crimp samples with the issue the customer would like evaluated
      • Customer Terminal housings (if applicable)
      • Customer Pre-stripped wire
      • 24” strip of undamaged customer terminals
• Presses
  ▪ Include the following in the shipping package:
    • 100% of the press parts
      ▪ Sometimes forgotten, but required
        ▪ Complete Guarding
        ▪ Foot pedal
    • Guards that are received modified from OEM condition will not be returned
    • If no guard is received with the press, Molex will require the customer purchase a new guard to be installed and returned with the press
      ▪ OSHA is the driving force behind
        ▪ modified guards not being returned to the customer
        ▪ preventing Molex from shipping any press without an OEM guard

• Recommended Shipping Carriers
  ▪ Hand Tools – Fed-Ex or UPS
  ▪ Applicator – Fed-Ex or UPS
  ▪ Presses – Over-the-road truck carrier due to weight

• Shipping labels
  ▪ The evaluation number (supplied by Molex) MUST appear on the outside of the shipping package for all Molex applicators or presses being sent to Molex for evaluation
    • Failure to clearly mark the evaluation number on the outside of the shipping package could drastically delay the turn-around-time of the evaluation (Molex will not be responsible for this delay).
    • It is also recommended that that customer put the evaluation number in multiple spots on the outside of the shipping package to help speed up the identification process when it is received at Molex.

• Please ship the tool back the following location:
  ▪ Molex Application Tooling
  ▪ 2200 Wellington Court
  ▪ Lisle, IL  60532 USA
  ▪ Attn: Evaluation Number (the one Molex assigned at the top of the e-mail)

• Things a customer can do to expedite the turn-around-time of evaluations are as follows:
  ▪ Applicators and/or presses arrive without shipping damage
    ▪ Please package all tooling to be evaluated properly to ensure damage free shipment
  ▪ Pre-approving a potential repair maximum charge
    ▪ This is much faster than requesting a quote and waiting for a customer response.
  ▪ Send payment as soon as the Molex evaluation is provided
    ▪ This can cause a huge delay in turn-around-time, if not done immediately
Molex will not return an evaluation until full payment is received
  o Molex will advise the customer if a PO or company check are required for payment
  o Customer pays for shipping the press or applicator to Molex for evaluation
  o Molex will not debate who is at fault on the front-end of any evaluation
    ▪ Molex will to pay to return ship the applicator or press to the customer via the
      same method the customer chose to pay to ship the tool back to Molex.
    ▪ This is Molex’s commitment to the customer.

• Upon receipt and evaluation of the equipment Molex will:
  o Contact the customer and advise the customer of their financial responsibility, if any,
    PRIOR to any work being started or completed.
  o The customer must agree to any charges and supply either:
    ▪ PO number - If the customer is setup as a Molex direct account
    ▪ Company check
  o Upon receipt of payment, Molex will return the evaluated and adjusted or repaired
    equipment to the supplied customer address
    ▪ Molex will to pay to return ship the applicator or press to the customer via the
      same method the customer chose to pay to ship the tool back to Molex.
    ▪ This is Molex’s commitment to the customer.

Molex is committed to supplying the highest quality tooling to our customers. Molex has a detailed
quality process to ensure the tools we ship meet the Molex critical design and test specifications, plus
the Molex overall quality standards, prior to leaving the Molex facility.

Whenever customer equipment may need evaluation and/or repair, Molex is committed to making the
process as easy as possible for the customer.

Thank you for all your Molex business. If you have any questions, please contact your local Molex
representative or the Molex Customer Service group in your region.

Best Regards,

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