



## Quality Assurance Letter (品質承諾書)

致

環旭電子股份有限公司及其關聯企業: ( 以下簡稱USI )

xxxxx公司 ( 以下簡稱本公司 ) 竭誠為USI提供高品質的服務，並對USI作出以下品質承諾：

1. 除非另有約定, 本公司保證向USI提供之物料 ( 以下簡稱出貨產品 ) 僅僅來自原廠或原廠直接授權的合法代理商的正常管道物料，並保證其品質符合對應的規格要求含綠色環保要求，對於由本公司提供的出貨產品異常引發的USI全部損失，本公司承諾，依USI之選擇，於USI指定之時間內，及時免費更換，或退還USI就該貨物所給付之金額，並承擔賠償責任。
2. 本公司出貨產品如於USI發生品質異常回饋時，自USI發出異常通報起，本公司應：8小時內提供初步回饋，3個工作日內回覆初步分析報告,於7個工作日內回覆完成完整的8D報告，若需要進一步分析根本原因，本公司必須提供初步分析報告和具體的分析計畫。
3. 本公司與原廠建立了完善的工程變更管理，一旦發生出貨產品所用任何材料的工程變更，本公司應即時從原廠取得PCN ( 製程變更通知 )，並對變更前後材料進行隔離管理，且及時提供原廠PCN予USI審核，經USI審核通過並得到USI同意之後方可將變更之後的出貨產品出貨給USI。如未經USI許可即提供變更後材料給USI，因此而造成的任何USI的損失 將由本公司承擔所有賠償責任。
4. 出貨標識採用USI規定的條碼格式，必須包含以下項目：

①公司名	②USI料號	③製造商料號	④品名
⑤數量	⑥GP/HF等標識	⑦製造商批次	⑧生產日期
5. 本公司承諾對出貨產品存儲管理符合原廠之條件要求，並保證拆分過程品質控制，為確保追溯性，拆分過的物料需與原始料盤D/C,Lot等資訊保持一致。如本公司出貨產品中發生錯件/混料問題，經確認係本公司或原廠責任者，不論事件大小本公司均按次計罰美元10000元整，若有其他損失(含因此造成呆滯料)，依USI計算之金額，由本公司負所有損失賠償。
6. 歡迎並由本公司負責安排USI定期或不定期對本公司執行現場稽查。



## **Quality Assurance Letter**

To

Universal Scientific Industrial (Shanghai) Co., Ltd. and its subsidiaries (hereinafter collectively referred to as "USI" )

XXXXX company, (hereinafter referred to as "COMPANY" or "We") COMPANY commits to provide high quality services and do hereby agree following commitments to USI:

1. Unless otherwise specified in the contract, COMPANY warrants that the materials provided to USI (hereinafter referred to as " Products") will only come from the original manufacturer or its authorized agent, and that material quality meets all the specifications and green product requirements. If there is any loss caused by the Products issue, COMPANY warrants, upon USI's request, shall: replace or repair the nonconforming Products; or refund the purchase price of the nonconforming Products and any related costs incurred by USI. Any replacement of Products will also be subject to USI's required period.
2. If the Products suffered with the quality issue and get feedback from USI, since the USI issued an abnormal notification, we shall: provide a preliminary feedback within 8 hours, to reply to the preliminary analysis report within 3 working days, to reply the complete 8D report within 7 working days and we must provide a preliminary analysis report and a specific analysis plan if further analysis of the root cause is needed.
3. We established the perfect Engineering Change Management with the original manufacture, once there are any engineering changes for materials used in the Products, we shall obtain the PCN(Process Change Notice) from the original manufacturer, and separated the materials which before and after change to avoid mixed, and provision of the original PCN to USI audit on time. The changed shipped the Products only can be shipped to USI with USI's prior consent. Our Company must reimburse USI for any cost and expenses if the changed materials are provided to USI without USI's permission and cause any expenses to USI.
4. The shipping label must follow the USI-defined barcode format and must include the following items:
  - ① Company name
  - ② USI's part number
  - ③ Manufacturer's part number

- ④ Product name (material description)
  - ⑤ Quantity
  - ⑥ GP/HF, etc. identification
  - ⑦ Manufacturer batch
  - ⑧ Production date
5. Our company is committed to the storage management of products in accordance with the requirements of the original factory conditions, and to ensure the quality control of the split process. To ensure traceability, the split material should be consistent the information (D/C & Lot) with the original material. We promise all the products were storage If the Products suffered from wrong parts/ mixing parts issues, after confirming that Company and/ or the original manufacturer is responsible for such breaches, regardless the scope of event effects, we agree on US\$10,000 penalty per event, we are also responsible for any additional costs (including but not limited to the material being hoarded to futility), according to the amounts calculated by USI at our expense.
6. Welcome to visit our Company and we will be responsible for arranging USI regular or irregular on-site audits.

Signed by : **XXXXX Co., Ltd.** (Company chop)

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By (Signature)

MM/DD/YYYY