

Quality issues

How to resolve quality issues

Any quality issues must be notified to us in writing as soon as possible and before the boards are assembled, either by e-mail to sales@MakeMyPCB.com or via ASK A QUESTION from the website. It is important that quality problems are reported to us as soon as possible after the boards are delivered so that we can respond in an effective and timely manner.

If the problems are not found until the boards are being assembled, then we ask that you stop work on the job and contact us immediately. In this way we can reach a mutually acceptable solution without either party pre-empting the outcome and incurring extra costs. We will not accept the cost of any repairs and modifications which the customer undertakes without our specific consent.

So that we can resolve any quality issues as quickly as possible, we ask you to provide us with the following information.

- The unique MakeMyPCB order number (you can find this number on the bottom-side silk-screen or in the panel border)
- The number of boards on which the problem appears
- A description of the problem, preferably with digital photographs showing the problem and our order number
- Whether the boards are usable (either as delivered or after modification)
- Whether this is a single order or it is likely that there will be repeat orders

Once we have this information we will investigate the problem and on the basis of our conclusions come back to you with a suggested solution.

If necessary, we will take the boards back for inspection and/or rework or to remake the rejected boards. If we remake the job, you can track the restarted order on the website (the order reference is the original order number with the suffix -C1).

We ask you to return the rejected boards to us so that there is no possibility of defective boards being inadvertently used in your production.

If you decide to use the boards but there has been an error in the data or an improvement is needed, we can if you wish correct our production data and archive it under the original order number plus the extension -M1. You will find this dummy order on your desk-top under the Order History icon. If you place a repeat order for the board, please tick the order with the extension.