

Quality

“Increasing our customer’s system reliability by providing quality products that exceed their specifications,” is part of the mission statement of Semflex, Inc. To fulfill this expectation:

Semflex, Inc. is a certified ISO 9001 company. Semflex assures continual improvement toward producing and providing policies, procedures, services, systems, and key performance monitors based upon the requirements of ISO 9001.

TQM (Total Quality Management) including SPC (Statistical Process Control) is an integral part of Semflex quality practices.

Continuous improvement is an inherent expectation and is included in the company’s MBO (Management by Objectives) documents.

Warranty

Semflex, Inc. warrants its products for a period of one year from the date of shipment to be free from defects in material and workmanship. Bulk cable carries a two year warranty. Semflex, Inc. liability under warranty is limited to replacing, repairing, or issuing credit, at its option, for product which is returned by the purchaser during the warranty period subject to the following provisions:

1. Semflex is promptly notified of such defects.
2. Semflex is contacted for a Return Material Authorization (RMA) number prior to the return.
3. Semflex determines that the returned material was not modified in any manner.
4. Semflex, upon examination of the returned material, determines that the defects were not caused by misuse, neglect or improper installation.

No express or implied warranties other than those set forth herein shall apply to products sold by Semflex, Inc.

Customer Support

Semflex, Inc. is committed to providing its customers with more than on time delivery of a quality product. The company recognizes the need for supporting its customers before, after and during the business transaction.

Need local support?

Semflex, Inc. has distributors and representatives ready to provide local personal assistance on a global basis. A complete listing of our worldwide representatives can be obtained from our web site (www.semflex.com). The number of the nearest Semflex representative may also be reached by calling 1-480-985-9000.

Need to talk to the factory?

Factory based application engineers and inside sales representatives supplement our distribution channels. A simple call to 1-480-985-9000 or a fax to 1-480-985-0334 will put you in touch with an administrative assistant who will direct your inquiry.

Need help selecting the right product?

Try contacting Cable Advisor, an interactive program on our website (www.semflex.com). Once at the site, you can specify your requirements and Cable Advisor will assist you in the products best suited to your application.



“The difference starts with the cable...”