

WELCOME TO:

mfi.avnet.com



CONTACTS

MFi website:

<http://MFi.avnet.com/>

Email:

MFi-CSConn@Avnet.com

MFi-JPNCSConn@Avnet.com (For Japan Customer Support)

MFi-OrdersCC@Avnet.com (For Credit Card Support)

MFi.csacc@Avnet.com (For Cable Ordering Inquiry)

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GETTING STARTED

In order to begin making purchases from the MFi site we need you to complete the following steps.

If you are a Japanese Customer and would like to set up a trade account please contact
MFI-JPNCSCConn@Avnet.com.

Step 1. Set up an account with Avnet by completing steps 1A, 1B or BOTH

Step 1A: Setting up a CREDIT CARD Account (only to be used for purchase of samples or development tools)

A) Proceed to Step 2

Step 1B: Setting up a TRADE Account

A) Fill out the following documents located on MFi website: <https://mfi.avnet.com/MFI/docs/aatbcredit.zip>

B) Submit the completed documentation package to MFI-CSCConn@Avnet.com.

C) Once the SOA is approved you will be notified to mail a Hard Copy of the SOA to the address below:

ENGLISH: Avnet Asia Pte Ltd., Taiwan Branch

5F., No.3, YuanCyu St.(NanKang Software Park) Taipei 115, Taiwan, R.O.C.

中文: 新加坡商安富利股份有限公司台灣分公司

台北市南港區園區街3號5樓

PLEASE NOTE: Setting up your CREDIT CARD or TRADE account can average 5 to 7 business days. In some cases it may take longer based on your company's current relationship with Avnet, and your company's credit history. You may be contacted and requested to supply additional information about your company, your timely response to these requests is appreciated.

Step 2. Place your order.

To place an order, please log into the MFi website <http://MFi.avnet.com/> by entering your user ID/password. You will be directed to the home page showing all the products available for purchase. If you have any questions, please contact us immediately for support.

If you have any questions regarding your authorization please contact your Apple MFi Representative. MFi licensees can see the e-mail address for their Apple MFi Representative contact on the Home page of the Apple MFi Portal.

SHIPPING METHODS

Customer Pick Up: INCO Terms: Ex-Works Avnet warehouse, Hong Kong

The Avnet Warehouse Address is:

ENGLISH:

Unit A (MFI), 22/F Dynamic Cargo Ctr, 188 Yeung Uk Road, Tsuen Wan, N. T. Hong Kong

中文:

香港新界荃灣楊屋道 188 號達力貨櫃中心 22 樓 A 室 (MFI)

Please remember to complete the required LOA documentation that can be found on the MFi website.

Collection Reminder – https://mfi.avnet.com/MFI/docs/MUST_READ_Collection_LOA_Reminder.pdf

LOA Template – https://mfi.avnet.com/MFI/docs/LOA_example_with_direction.pdf

LOA Example - https://mfi.avnet.com/MFI/docs/LOA_example.zip

Ship via Avnet's carrier-DHL: INCO Terms: FCA Avnet Warehouse, Hong Kong

Please note: Avnet is not able to clear customs on your behalf and is not responsible for any duties or taxes.

Ship via Customer Carrier – DHL or FEDX: INCO Terms: FCA Avnet Warehouse, Hong Kong

CREDIT TERMS

ALL ORDERS ARE SUBJECT TO AVNETS CREDIT POLICY

- Net-30 days upon approval of credit limit

- T/T in advance

PLEASE NOTE: T/T Payments are due at time order is placed.

- Credit Card: A credit card may only be used to purchase samples or development tools.

PLEASE NOTE: For Credit Card orders placed with a USA Ship To address – State and Local taxes will apply.

FAQ's

Q: I already have an open account with Avnet; Will I need to complete the MFi account documentation?

Yes. The MFi program is a unique fulfillment process that is built specifically to meet the needs of the Apple MFi program. We apologize if this causes a bit of redundant work for some of our customers, and appreciate the extra time you may need to invest.

Q: Help, I cannot access any of the documents?

You must be logged into the MFI app to access the documents. If you are having problems, please contact us via email MFi-CSCConn@Avnet.com and we can send you an email with the required documents.

Q: Can I place orders through my current Avnet sales and support team?

No. All orders for samples and production needs to be placed on the MFi website.

Q: I may already have different terms with Avnet can I use these for the MFi program?

No. The MFi program is a unique process designed specifically to support Apple's MFi program.

Q: Where can I find Avnet's information to set up a Vendor Profile in our system?

For Japanese Companies please contact MFi-JPNCSCConn@Avnet.com for all other companies the information can be found here - https://mfi.avnet.com/MFI/docs/Bank_info_EN.pdf

Q: I can't find some of the parts I need in the shopping cart, what should I do?

You may not be authorized by Apple for the products you're trying to purchase. Please contact your Apple MFi representative to confirm your authorization status.

Q: Why is there processing fee on some orders?

The processing fee is to cover Avnet's handling costs on orders that do not reach a minimum value.

Q: Why aren't samples free?

Avnet is not given sample product free of charge by the manufacturers.

Q: I need to request a change to an order I have already placed, how is this done?

All orders are Non-Cancelable, Non-Returnable and Non-Re-Schedulable. We may be able to accommodate a request if circumstances allow. Please contact us with your company name, purchase order number and the requested change and we'll get back to you within 24-hours.

Q: Can you make a partial shipment for my Credit Card order?

No. At this time, all Credit Card orders must ship complete. Please keep this in mind when ordering your goods.

Q: What is the “Customer Pickup” option?

If you select Customer Pickup option, the shipping term is ex-works (per Inco terms 2010), and this means you must arrange for collection and transportation of your goods. Please read the collection reminder, LOA template and follow the pick-up rules on our website.

Collection Reminder – https://mfi.avnet.com/MFI/docs/MUST_READ_Collection_LOA_Reminder.pdf

LOA Template – https://mfi.avnet.com/MFI/docs/LOA_example_with_direction.pdf

LOA Example - https://mfi.avnet.com/MFI/docs/LOA_example.zip

Q: If I choose “Ship Via Avnet’s Carrier” what does this mean?

The Inco-term is FCA Seller’s facility; we will arrange the shipment using DHL and invoice the freight charge along with the parts on the same order and receiver is responsible for customs clearance.

Q: If I choose “Ship Via my Carrier” what does this mean?

The Inco-term is FCA Seller’s facility; we will arrange the shipment using your DHL/FedEX a/c on the same order and receiver is responsible for customs clearance. Avnet cannot support shipments using UPS.

Q: Is Avnet TS Certified?

Avnet programming centers are TS 16949:2002 certified.

Q: How do you process our orders?

All orders are processed on a FIFO basis.

Q: What is Avnet’s policy for defective parts?

We pass through the manufacturer’s warranty on the part, and we warrant our workmanship on placing the Apple firmware on the chip. Avnet will process all return requests using our RMA (Return Material Authorization) process. For more details please see our Terms & Conditions or email us.

Q: Do you have a link to the datasheets or quality documents?

Yes, see the documents link in the part catalog.

Q: What is the moisture control specification does the packaging meet?

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