

A commitment to customer satisfaction



At Logitech, every product goes through a series of rigorous tests to help ensure that the products that reach you are of the highest quality.

From research to design

Logitech heavily researches the retail markets for consumer electronics and PC peripherals. We talk to people to gather extensive data about what you want and what you don't want. From this research, we gain significant insights that drive the development of each product.

Then, at the earliest stages of product development, award-winning industrial designers turn a concept into thumbnail sketches, CAD models and prototypes.

At the prototype stage, we conduct research to make sure that the products are what customers want. Often – as in the case of the Logitech® Cordless Desktop Wave™ – the results of these focus groups help drive the development of innovative new technology.

Design to production

After a product is designed and embraced by our customer research, Logitech engineers must make sure that high-volume manufacturing processes will support the production of consistently high-quality products. Especially with products that introduce new technologies – such as the Logitech® MX™ Revolution Cordless Laser Mouse – we often spend considerable time developing tools that can properly manufacture new products in high volume.

For the MX Revolution, for example, the company had to reengineer the whole process of mass production. For more information about the MX Revolution story, download “The Making of a Mouse: MX Revolution.”

Logitech products are made to be used. Once the products are ready for mass production, we carefully screen for errors using a battery of testing machines. Instruments such as the roller force gauge (Figure 1) help ensure that our products will withstand the most demanding environments.

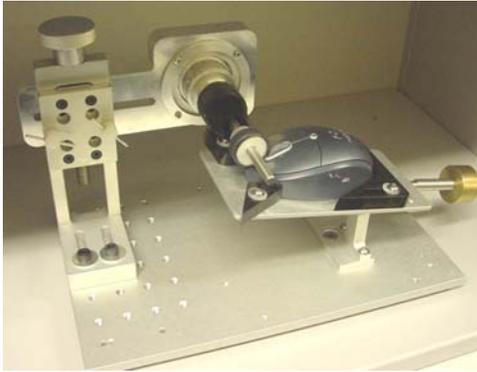


Figure 1 Roller force gauge. Used to measure scroll-wheel revolutions.

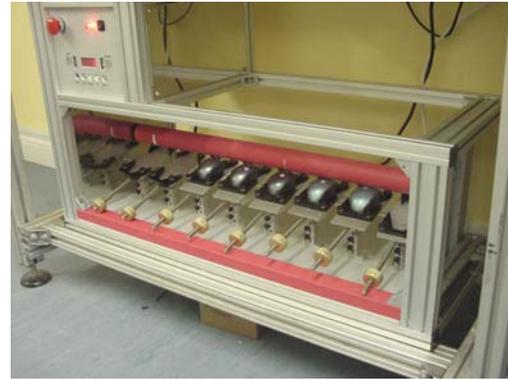


Figure 3. Roller life tester. Used to measure force needed to turn the mouse's roller.

Production to you

When the product reaches the store shelf, it's ready for your enjoyment. Every Logitech product is backed by a limited product warranty. If you encounter difficulties during the setup process, or anytime within the product-warranty period, contact customer support and we'll work with you to find a solution. In the rare instance that you receive a damaged or defective product, we can replace it as long as it is still under product warranty.

Quality: our passion

Creating high-quality products is our passion. It's what sets us apart. When you buy a Logitech product, you can be confident that it has earned the right to carry the Logitech name. After all, our products are our ambassadors. And when they come into your hands, we want you to be confident that you have the very best.