



**Integrated  
Control  
Systems**

**Integrated Control Systems Inc.**  
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## Returned Goods Authorization Form

RGA # \_\_\_\_\_

*(Please call ICS for RGA number before shipping. Items will not be processed without an ICS issued RGA. Include this form with item(s) being returned.)*

\_\_\_\_\_  
 End User Company Name

\_\_\_\_\_  
 ICS Distributor Company Name (Purchased from)

\_\_\_\_\_  
 Street Address for return shipment

\_\_\_\_\_  
 City

\_\_\_\_\_  
 State

\_\_\_\_\_  
 Zip

\_\_\_\_\_  
 Phone #

\_\_\_\_\_  
 Return Item part number (Please submit one RGA form per item)

\_\_\_\_\_  
 Serial #

At ICS, we are always working to make our products as reliable as possible. Please answer the following questions to assist us in determining the cause of failure. We may contact you about the product in the interest of preventing future problems.

\_\_\_\_\_  
 Please describe product failure as completely as possible

\_\_\_\_\_  
 How long was product in operation?

\_\_\_\_\_  
 For pulser returns, please list the type of register and console pulser was connected to.

\_\_\_\_\_  
 Person to contact about failure

\_\_\_\_\_  
 Email Address

\_\_\_\_\_  
 Phone #

Please fill out this form completely and return the product to the address above. This form with RGA number and signature must be present with the shipment in order to be processed.

Products returned will be evaluated for warranty replacement. Products which cannot be tested due to physical damage (i.e. pulser wires cut short, parts missing, circuit boards broken etc.) will not be covered. If the returned product is determined to be under warranty, it will be replaced either with a new product, or an equivalent remanufactured product. The warranty for replacement products will be the remainder of the original product warranty period. ICS will return warranty products prepaid via UPS ground shipment only. If a product is determined not to be covered under warranty, a notice will be sent detailing the reasons.

I understand and agree to the above conditions:

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date