

Wadsworth Control Systems Returned Goods Authorization Process

Returned Goods Authorization (RGA) document is required to return products to Wadsworth Control Systems (WCS) without a preauthorized RGA number cannot be processed and will remain on-hold until an RGA number is assigned. Custom products are non-returnable.

To avoid delays and possible disqualification of your claim, please follow the instructions below:

If this is an emergency, call technical support directly 303.424.4461

1. Complete the [RGA form](#) and press the submit button. The form can also be printed and sent to tech@wadsworthcontrols.com or mailed to Wadsworth Controls Attn: Tech Team RGA 5541 Marshall St. Arvada, CO 80002
2. Our technical support team will review the request, create an RGA document and email you an acknowledgement within 3 business days.
 - i. If you request a replacement, the WCS team will assist.
Note: Replacement product must be paid in full prior to shipping.
 - ii. If you request a repair, work will be billed at an hourly rate with a minimum of \$150
 - iii. If you request a credit we have a 20% restocking fee, with a minimum processing charge of \$50. Credit will be issued if the product qualifies under our warranty terms and conditions.
3. When WCS receives your returned item, we will examine the product and determine a next step.
4. Charges associated with returns
 - a. Repairs and testing, minimum of \$150
 - b. 20% restocking fee, custom products cannot be returned
 - c. Customer pays shipping costs