

Returned Goods Authorization (RGA) Request Process

Products returned to Wadsworth Control Systems (WCS) without a pre-authorized RGA number cannot be processed and will remain on-hold until an RGA number is assigned. Custom products are non-returnable.

Complete the RGA form. On website just above this link.

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

1. Complete the RGA request form from our website (link above)
 - a. The form can be completed in the PDF format; no need to print and scan.
 - b. The form can also be printed, completed and mailed the address on our letterhead.
2. Email to tech@wadsworthcontrols.com
3. Technical support will review the request, create an RGA document and email you a copy (unless you note that you have no email)

Tech support will send an acknowledgement by the end of the next business day to discuss how to proceed.

If this is an emergency, call technical support directly

1. Randy Rael 720-206-1046
 2. JJ Maestas 303-424-2389
 3. 800-821-5829
- a. If you have checked the box "replacement product needed," tech support will assist in making the arrangements
 - i. Replacement product must be paid in full prior to shipping
 - ii. This will be refunded if the returned product qualifies under our warranty (see below)
4. Charges associated with returns
 - i. Repairs and testing, minimum of \$70
 - ii. 15% restocking fee
 - iii. Customer pays shipping costs
 5. When we receive your returned item
 - a. Technical support staff will examine the returned goods and determine a next step. You will receive a credit when the returned product arrives at Wadsworth Control Systems

Please review our warranty. On website just below this link.