



# ICS

**Innovative Control Systems, Inc.**

10801 North 24th Ave. Suite 103, Phoenix, AZ 85029

602-861-6984 Voice 602-588-9440 FAX

WWW.ICSAERO.COM

Innovative High Tech Solutions and Support for Leading Edge Aerospace Companies

## RMA Request Form

Please fill out this form completely. All fields are required to obtain an RMA from ICS. Please see second page for ICS warranty terms, conditions and RMA procedures.

### Return Address:

Company Name:

Contact Name:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Country:

Phone Number:

Email Address:

Shipping Carrier: (Select One)

FedEx, UPS or DHL

(DHL for International Customers Only)

Shipping Account Number:

Or write "credit card" here. Do not put card information here.

### Problem Report:

Item Part Number:

Serial Number:

Shipping Service:

We can accept credit cards instead of a shipping account number. Please write "credit card" under shipping account number if this is desired. We will contact you for the card information when it is needed.. Never send your card information in an email. Email is NOT a secure form of transmission.



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## Limited Warranty

Within 1 year of purchase, ICS will repair or replace, at our option, any defective product. ICS will service the warranty for all standard products for the first year from the date of shipment. Please note: The 1-year warranty may not apply to special promotion items. Please consult the factory for warranty verification. The limited warranty is void if the product has been subjected to alteration, neglect, misuse, or abuse; if any repairs have been attempted by anyone other than ICS or its authorized agent; or if the failure is caused by accident, acts of God, or other causes beyond the control of ICS or the manufacturer. Neglect, misuse, and abuse shall include any installation, operation, or maintenance of the product other than in accordance with the user's manual.

No agent, dealer, distributor, service company, or other party is authorized to change, modify, or extend the terms of this Limited Warranty in any manner whatsoever. ICS reserves the right to make changes or improvements in any product without incurring any obligation to similarly alter products previously purchased.

## Return Procedure

For any Guarantee or Limited Warranty return, please contact ICS Customer Service at 602-861-6984 or by FAX at 602-588-9440 and obtain a Return Material Authorization (RMA) Number. All product(s) returned to ICS for service or credit must be accompanied by a Return Material Authorization (RMA) Number. Freight on all returned items must be prepaid by the customer who is responsible for any loss or damage caused by common carrier in transit. Returns for Warranty must include a Failure Report for each unit, by serial number(s), as well as a copy of the original invoice showing the date of purchase. To reduce risk of damage, returns of product must be in an ICS shipping container. If the original container has been lost or damaged, new shipping containers may be obtained from ICS Customer Service at a nominal cost. ICS owns all parts removed from repaired products. ICS uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If ICS repairs or replaces a product, its warranty term is not extended.

***ICS will normally return your replacement or repaired items via Ground Service.*** Overnight delivery or delivery via other carriers is available at an additional charge. Shipments not in compliance with this Guarantee and Limited Warranty Return Policy will not be accepted by ICS.

## Limitation of Liability

In no event shall ICS be liable for any defect in hardware, software, loss, or inadequacy of data of any kind, or for any direct, indirect, incidental, or consequential damages in connection with or arising out of the performance or use of any product furnished hereunder. ICS's liability shall in no event exceed the purchase price of the product purchased hereunder. The foregoing limitation of liability shall be equally applicable to any service provided by ICS or its authorized agent. Some sales items and customized systems are not subject to the guarantee and limited warranty. However in these instances, any deviations will be disclosed prior to sales and noted in the original invoice. ICS reserves the right to refuse returns or credits on software or special order items.