

Note: Email your request to support@iconprocon.com and an RGA Acknowledgement will be sent via email within 24 hours. Incomplete, erroneous, or missing information may delay processing your request.

Shipping Information:

Icon Process Controls
 1075 North Service Rd W. Unit 4
 Oakville, ON
 L6M 2G2

Please ship the product(s) back to us using a reliable and trackable shipping method. The return shipping costs are the responsibility of the customer unless the product is eligible for a warranty claim or our error caused the return.

Inspection and Resolution:

- Once we receive the returned product(s), our team will inspect the items and evaluate their condition. We will then proceed with the resolution according to you preferred choice (replacement, or credit)
- RMA numbers are valid for 30 days from date of issuance.
- We strongly recommend that you insure and track any package sent to us; we cannot be responsible for merchandise that is damaged or lost in transit.
- You must include a copy of the in-service report in the package itself.
- Returns for warranty repair should only include the defective product unless otherwise specified. Icon Process Controls cannot be responsible for return of any other materials included other than those covered by the RMA. This includes product box/packaging.
- Units may either be repaired or replaced at the discretion of Icon Process Controls.
- Replacements are processed based on product availability; a back order may delay shipping of a replacement unit.
- When calling to inquire about the status of your RMA, please have your RMA number handy.
- Icon Process Controls cannot process walk-in or will-call replacements / credits / returns.

Note: RMA number must be clearly marked on outside of shipping container

I have read the complete form and I fully understand my responsibilities regarding this return request.

DATE:

NAME:

SIGNATURE:





RETURN MERCHANDISE AUTHORIZATION

This form **MUST** be printed and returned with the product

Replace Credit

All products must be shipped clean and free of contamination.

Products received dirty or contaminated will not be processed and will be returned at owner's expense. Determination of fitness for examination will be at the sole discretion of Icon Process Controls (Icon).

Please Note —

In applications where instruments are exposed to hazardous materials:

1. OSHA mandates that our employees be informed and protected from hazardous materials.
2. Material Safety Data Sheets (MSDS) listing hazardous materials that the product has been exposed to. Must accompany any returned product.
3. It is the customer's responsibility to fully disclose exposure to all hazardous materials and decontaminates the instrument prior to return.

Customer Information

DISTRIBUTOR NAME / COMPANY: DATE:

ADDRESS:

CITY: STATE: ZIP:

TELEPHONE 1: TELEPHONE 2:

CUSTOMER PO#: INVOICE #:

CONTACT PERSON: EMAIL ADDRESS:

If the above address is not the same as the shipping address, please include the appropriate shipping address below.

SHIPPING ADDRESS:

RGAs are only authorizations for the return or disposal of products. RGA is not a credit or a guarantee of credit. Credit will only be issued once the product has been received and inspected by Icon Process Controls . RGA authorization is only valid for 15 days. (If product is not returned within 15 days, a new RGA is required. No refunds will be issued for returned merchandise. Icon only offers product replacements or a credit towards customer's account. Special ordered merchandise cannot be cancelled or returned. All defective material must be kept until a written authorization to field destroy is provided by Icon.

Product Information

- Merchandise not returnable without factory authorized RMA number.
- Merchandise must be returned within 30 days in original carton and re-sellable condition.
- Credit will be issued against invoice upon receipt of merchandise and inspection by factory.
- Non-defective custom fixtures and manufactured to order merchandise are not returnable.
- Non-defective merchandise returned are subject to re-stocking fee per Icon's terms and conditions.
- Under no circumstance are labor charges allowed.

Part #	Qty	Price	Reason for Return

INTERNAL USE ONLY: DATE RECEIVED: NOTES:

RMA NUMBER: CHECKED BY:

REPLACED ITEMS:

REPLACED, SHIPPED OR W/C:

TRACKING #:

▼ Icon Shipping Address ▼

PRODUCT PROCESS INFORMATION

This form **MUST** be printed and returned with the product

Item 1

MODEL #:

PURCHASE DATE:

INSTALL DATE:

PROCESS FLUID:

CONCENTRATION:

MAX FLUID TEMPERATURE:

AMBIENT TEMPERATURE:

PROCESS PRESSURE:

FLUID VELOCITY:

SOLIDS/PARTICULATE:

RECURRING PROBLEM?:

DESCRIPTION OF PROBLEM:
 (Please be as specific as possible)

ATTACH IMAGES:

Item 2

MODEL #:

PURCHASE DATE:

INSTALL DATE:

PROCESS FLUID:

CONCENTRATION:

MAX FLUID TEMPERATURE:

AMBIENT TEMPERATURE:

PROCESS PRESSURE:

FLUID VELOCITY:

SOLIDS/PARTICULATE:

RECURRING PROBLEM?:

DESCRIPTION OF PROBLEM:
 (Please be as specific as possible)

ATTACH IMAGES:

Item 3

MODEL #:

PURCHASE DATE:

INSTALL DATE:

PROCESS FLUID:

CONCENTRATION:

MAX FLUID TEMPERATURE:

AMBIENT TEMPERATURE:

PROCESS PRESSURE:

FLUID VELOCITY:

SOLIDS/PARTICULATE:

RECURRING PROBLEM?:

DESCRIPTION OF PROBLEM:
 (Please be as specific as possible)

ATTACH IMAGES: