RMA Information

For customers supported directly by Intrepid Control Systems: to return products to Intrepid Control Systems, you need a Return Material Authorization (RMA) number. To request authorization for a return, call technical support at the number below or send an email to **moreinfo@intrepidcs.com**. Once this request is made, a "case" will be opened automatically with your request information. If Intrepid Control Systems Technical Support authorizes the return, you will be provided with an RMA number. Please do not return products without an RMA number. Full instructions, including diagnostic criteria, are available to customers on the Intrepid Control Systems Technical Support Portal. Intrepid Control Systems Technical Support number **1(586) 731-7950 x1**. Customers who are supported by a Reseller should follow the instructions provided by their Reseller. Properly package the equipment being returned and label the outside of the package with the RMA number. The Customer pays for shipping products back to Intrepid Control Systems. Product being returned to Intrepid Control Systems should be sent to:

RMA Reference Number
Intrepid Control Systems, Inc.
1850 Research Drive
Troy, Michigan 48083

All returns are subject to the Intrepid Control Systems Hardware Warranty to End Users applicable to the End User's geographic location available at the following URL: http://www.intrepidcs.com/WarrantyPolicy.pdf