

Returns Procedure

This form **MUST** to be **completed** and **returned with the faulty product** to;

RETURNS DEPARTMENT Prefect Controls Limited

Unit 2 The Cloisters
Church Field Business Park
Church Field Road
Sudbury CO10 2YR

Reason for return

☐

I have changed my mind

On receipt of the product we will process a refund **less 10% handling fee.**

Return postage cost is your responsibility

☐

The product is faulty - see below

When we are in receipt of the suspected faulty product it will be tested by one of our Engineers. If the product is confirmed faulty, we will issue you with a FOC replacement (providing stock is available). Please allow a minimum of 7 days for tests to completed.

If the returned unit is confirmed faulty after inspection we will issue you with a credit / refund. However if the returned unit is not faulty - this will be returned to you and no credit / refund will be offered on the purchased replacement item.

Either print and fill out this form - OR, click on the boxes below and fill the PDF in digitally. THEN PRINT IT OUT AND PUT IT IN THE RETURN BOX WITH THE HOBSENSUS UNIT/S.

Your Contact details

Company name |
if applicable

Contact name |

address |

Postcode |

Telephone |

Email |

Product details

Returned product |

☐

HobSensus **PRE9279SH**

☐

HobSensus **PRE9279PSU**

Order reference |

Reason for return | Please tick the box that describes the fault you are experiencing, **or provide a brief description** below. *Thank you.*

☐

No power

☐

Timing range faulty

☐

Lights don't come on

☐

The unit won't set

IF AVAILABLE PLEASE PROVIDE THE **ORIGINAL INVOICE** OR **ORDER NUMBER**