



Cleverly simple
control of energy.

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

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prefectcontrols.com
Company Registration Number 334626
VAT Reg. No. 688 6703 75

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

When we are in receipt of the faulty product, it will be **Bench Tested** by one of our engineers. Please allow a minimum of 10 working days for the tests to be completed and a report raised.

PLEASE NOTE: If **NO faults** are found, a charge of £2.50 per item will apply for the Bench Testing, plus carriage to return the goods. If returned goods are under warranty, they will be repaired/replaced FOC.

Your Contact details

Company name	Contact name
Company address	
	Telephone
Postcode	Email

Product details

Returned product	Returns Number	Model number

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
- Thermostatic fault
- Relay doesn't switch
- The unit won't set

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