

1) Company information:			
<b>Company:</b>		<b>Contact:</b>	
<b>Address:</b>			
<b>Country:</b>		<b>PR Eticket number:</b>	
<b>Phone:</b>		<b>PR Product Return ID no:</b>	
<b>E-mail (for return label):</b>		<b>Customer reference:</b>	
<b>PR contact person:</b>			

2) Returned product:			
<b>Product:</b>	<b>PR order no.:</b>	<b>Quantity:</b>	<b>Serial no.:</b>

3) Reasons for return:			
<input type="checkbox"/>	Claim	Failure description:	
		Application description:	
		Environmental conditions:	
		If critical failure – why?:	
<input type="checkbox"/>	Service*	Change of range/ configuration	Input:
			Output:
		Test / verification of device	Explanation:
		Repair	Explanation:
<input type="checkbox"/>	Return for credit (product not used)	Explanation:	
<input type="checkbox"/>	Recall	Explanation:	
<input type="checkbox"/>	Further documentation enclosed	Comment:	
<i>* Charges may apply</i>			
<b>Date:</b>		<b>Signature:</b>	

In the unexpected case a product is not functioning as expected, our products come with a 5-year warranty. In order to expedite a return, please follow these steps before returning products to us:

- Contact your local customer support before returning a product to get an RMA number. Most likely, they can troubleshoot remotely and resolve the issue by phone.
- If remote troubleshooting is not possible or you just wish to return a product for credit or service, our local customer support will help you prepare a return note and label that must accompany the product back to PR electronics A/S.
- Send the product to PR electronics Denmark.

Products returned without an RMA and return note will not be processed. A product within warranty will be repaired and returned at the expense of PR electronics.

Products that are out of warranty (more than 5 years old or broken due to misuse or wrong handling) can probably be repaired at the expense of the customer

**If the device is fully functional, but you still wish to return the product for a credit, the following conditions apply:**

- The item must be returned in its original, undamaged packaging and be accompanied by the manual, if one has been delivered with the product.
  - The item must be unused and in saleable condition (as new).
  - Send the product postage paid to your local PR office.
- China and USA exemption: Products (not used) to be credited may be returned to your local PR office.

See complete return and credit policy on [www.prelectronics.com](http://www.prelectronics.com)

Return address: PR electronics A/S, Lerbakken 10, DK-8410 Rønde, Denmark