



## HANDLING OF CUSTOMER RETURNS

PRI would like to inform you that due to our continuous improvement policy, we have relocated our Operations function to allow a quicker turn around time of the returns process.

The following change to the Returns Advice Note (RAN) process is effective immediately.

The procedure for RAN actions is now as follows:-

1. Contact is to be made through PRI Office Administrator (01962 840048) or email [ran.returns@pri.co.uk](mailto:ran.returns@pri.co.uk)
2. Download the Customer RAN Sheet from [www.pri.co.uk](http://www.pri.co.uk) and include details for all units being returned. Units not recorded will be returned to you un-assessed.
3. Package the items, including the completed Customer RAN sheet and return to:-

PRI Returns  
Horstmann Controls Ltd  
Roman Farm Road  
Bristol  
BS4 1UP

4. All international shipments must be packaged according to regulations and accompanied by an invoice for customs purposes, The invoice must be addressed to:-

PRI Ltd  
Moorside Road,  
Winchester  
Hants  
SO23 7RX

A copy of the invoice including details of shipping details are to be sent by email to [ran.returns@pri.co.uk](mailto:ran.returns@pri.co.uk) at time of shipment.

5. Received shipments will be checked for:-

Correct paperwork.

Number of items against their serial numbers from the included Customer RAN sheet.

The warranty status of the item.

The physical condition of the items

The functionality of the items.

#### Conditions

1. We may repair or replace any items under warranty, except items damaged by misuse or abuse.
2. Charges may be applicable for items returned with No Fault Found after assessment.
3. If the serial number is illegible or missing it will be assumed that the item is out of warranty.
4. Items defaced with writing or stickers may be returned functional and in the same condition as received at Horstmann Controls Ltd.
5. You will be contacted if we need your consent for charges applied for replacing or repairing damaged, defaced or missing items.
6. Items not following this procedure will not benefit from the improved service and will result in longer turn around times.
7. PRI will not accept responsibility for any goods not following this procedure.

#### Returning Items to You.

We will dispatch items or replacements and associated paperwork directly to your stated return address.

Thank you for your co-operation in this matter.

We endeavour as part of our continuous improvement plan to provide you with the best quality of service possible.



Mr Jonathan Shaun Wallis

PRI Quality Assurance Officer.  
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