



Analox Sensor Technology Ltd

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IMPORTANT INFORMATION

To improve our customer service we have a new returns procedure which will allow us to deal with your return or repair effectively.

If you need to return a product to us please follow the procedures detailed below to ensure prompt and proper handling of your parcel when it arrives.

1. You will need to contact our After Sales Service team on ++44 (0) 1642 715917 or email on service@analox.net

Please have the following information ready for our team, who will give you a Return Material Authorisation (RMA) Number. You will need:-

- Part number.
 - Serial number.
 - Description of your product.
 - Reason for the return.
2. We will email you an RMA form or you can download one from our website. Please complete this form in full and return it with your goods to:

After Sales Service Department
Analox Sensor Technology Limited
15 Ellerbeck Court
Stokesley Industrial Park
North Yorkshire
TS9 5PT
UK

3. Please return all products either in the original packaging or in packaging offering equal protection and mark the RMA number clearly on the outside of the packaging.

If you are returning goods from outside the EU please can you ensure your commercial invoice is clearly marked Return for service/repair and that it states Commodity Code 9027101000

Please do not return goods to us without prior authorisation as it may delay the processing of your return.

Should you require any further information, please do not hesitate to contact us.

Yours sincerely

Bev Elwood
Returns and Service Co-ordinator



Registered Number: 031213394 England and Wales

