



Product Return Policy

Product is defined as security system related product, material, or equipment purchased directly from Preferred Technologies, LLC.

If the product is currently **not** under either a Service Level Agreement or warranty, or was a product only purchase (no installation), please email heathercockrell@pref-tech.com with **Product Return** in the subject line. Fill out and attach to the email the Product Return Form or state in the email the site location, the product manufacturer, model number, and the defect issue. Also state the address and contact of the location to ship the repaired product.

The email sender will receive an auto reply email with a service ticket number. Ship the defective or returned product referencing the service ticket number to:

Product Return #(insert service ticket number)
1406 Hartwick
Houston, Texas 77093

Pref-tech will process the product directly to the manufacturer for repair or advance replacement per the manufacturer's policy. The product will then be shipped back in the same method as received.

Products being returned for credit MUST be complete, unused, and in the manufacturer's original box with all accessories and documentation included. Products for credit will be subject to a restocking charge as per the manufacturer.

Austin Office: 3709 Promontory Point Drive, Austin TX 78744, (281) 442-0550 X 201
Houston Office: 1414 Wedgewood Street, Houston, Texas 77093, (281) 442-0550

www.pref-tech.com



Product Return Form

From:

Return to:

Same as From _____

Company

Company

Contact Name

Contact Name

Address

Address

Address

Address

City / State / Zip

City / State / Zip

Product Manufacturer: _____

Model Number: _____

Repair _____

Credit _____

Reason for Return: _____

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