

RETURN FORM



Please fill in the below form, then hit submit. Our customer service will review your submission then contact you.

Fields marked with a * are required.

Date: *

Full Name: *

Daytime Contact Number: *

Address: *

Suburb: *

State: *

Email: *

How long have you had your Thermacell product? *

Approximately how many butane cartridges have you used in this Thermacell product? *

Please be sure to try a second cartridge. Please detail the malfunction, tick all that apply:

- Hear flow of gas but no ignition (Try letting the gas flow for two minutes and then hit start, this will purge the appliance).
- No flow and No ignition.
- Mats don't turn white over time.
- Mats turn white in less than 3 hours of use.
- Start button does not click.
- On/Off switch gets stuck.
- Thermacell won't stay lit.
- Other, please explain in detail.

SUBMIT

RETURN FORM

FOR THERMACELL USE ONLY

Customer Service Rep Name:

Contact Date: DD/MM/YY

Contact time: 00:00 AM/PM

Product:

Batch Code:

Problem Discussed:

Action/Response: