

Scientific Laboratory Supplies is committed to providing its customers with quality products. However, there may be occasions where a product may be identified as being faulty, defective, or not compatible with the original requirements; it is for these exceptional circumstances, and in line with our commitment to quality, that our Customer Returns policy has been implemented.

The following conditions relate to the reporting and return of products:

- Authorisation to return products will be made upon issue of a Customer Complaint (Claim) number. We request that this number is to be clearly identified and attached to all returned items(s) and referenced in communications
- Products returned without authorisation will be refused
- Equipment without a Decontamination Certificate will be refused
- Scientific Laboratory Supplies reserves the right to levy charges for restocking and/or handling and/or administration and/or shipping where the returned item is deemed by Scientific Laboratory Supplies to be correctly supplied and free from defect. The restocking charge for a standard stocked items is 20%, goods and items which are not standard stock items and are purchased by Scientific Laboratory Supplies from its own supplier for resale to the Customer, Scientific Laboratory Supplies does not permit the Customer to cancel unless Scientific Laboratory Supplies is able to cancel its order with its own supplier, in which case the Customer will be responsible for payment of the Supplier's administration charges of an amount to be specified by the Supplier (to include any re-stocking charges of Scientific Laboratory Supplies' own suppliers); and/or any goods or products which are made (or adapted) to the Customer's own specification, Scientific Laboratory Supplies will not permit the Customer to cancel a Contract for the supply of these items. Customers shall be advised of this or any charge prior to any return
- Where possible, products shall be returned in the packaging in which they were originally delivered. The packaging should be intact and in the same condition the item was supplied, complete with accessories, certification, and manuals.
- Products will be replaced (where applicable) upon inspection of the returned product(s), any discrepancies will be advised. Any credit or additional billing will be raised as appropriate
- Scientific Laboratory Supplies will repair/replace items damaged in transit when shipped via Scientific Laboratory Supplies own transport or approved courier. Scientific Laboratory Supplies do not accept liability for items damaged through customers' own transport
- Failed collections: if a collection has been attempted and failed on 2 or more occasions and the failure has been deemed to be customer related the customer is responsible for a £15 fee levied for any subsequent collection attempt
- All warranty items shall be collected and returned to Scientific Laboratory Supplies for repair/replacement under Manufacturer instruction unless product size and/or site of use stipulate onsite repair/return to manufacturer

The policy will have the support of all senior management as well as the employees. The Managing Director is responsible for implementing this policy and communicating it to all employees of Scientific Laboratory Supplies.

The policy will be reviewed on a regular basis to ensure that it continues to reflect the targets of Scientific Laboratory Supplies.

Ian Roulstone
Managing Director
Scientific Laboratory Supplies Limited
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