



Returns Policy

All goods supplied by the SciQuip Ltd shall be examined and checked immediately upon receipt by the buyer. SciQuip Ltd should be notified in writing within 48 hours of any damages, shortages or errors in the consignment. No claim whatsoever will be accepted by the Company in respect of any damage or shortage after this time. Where there is total loss of the Goods in transit, the customer must notify the company within seven days of the invoice. If no such notice is given, the Goods shall be deemed to have been supplied in accordance with the order and to have been accepted by the Buyer.

Goods that conform to the Buyer's order may not be returned without the consent of the Seller. The Seller reserves the right to impose a handling charge of up to 25% of the net invoice value for these Goods.

SciQuip Ltd reserves the right to refuse to accept any Goods returned, for whatever reason, if after inspection such Goods or their packaging prove unsatisfactory in any way.

The Buyer is responsible for ensuring that any returns are free from biological and chemical hazard. SciQuip Ltd reserves the right to refuse to accept Goods which in its view present a hazard to its staff or which may infringe the Health & Safety at Work legislation.

In order to protect our employees who are receiving the returned product, a safety form (decontamination request) may be required for some returns. Our Customer Service Team will let you know if this applies to your return.

The Buyer shall be responsible for complying with any legislation or regulations governing the importation of the goods into the country of destination and for the payment of any duties thereon.

Returned Goods

Shipping discrepancies must be reported within 7 days. If your product needs to be returned, please contact us to obtain a returns reference number and ensure that this is marked clearly on the outside of the package, with a decontamination certificate if required on any returned item. In all cases separate notification of despatch should be sent. Until the goods have arrived safely, all liabilities, including carriage, packing and insurance, remain with the Customer for any item sent to SciQuip Ltd.

No goods may be returned to SciQuip Ltd without the authorisation of SciQuip Ltd. Credit will be given for goods that are unused and in re-saleable condition. Customers, if returning goods, may be requested to return any special packing which has been used, at the Customer's cost, (e.g. custom-made preformed styrene, shipping cases). SciQuip Ltd reserve the right to charge for any such packing not returned.

When goods are returned the Seller reserves the right to make a restocking/handling charge against the Purchaser being the greater of:

25% restocking fee or

A charge of £30 if the order value was under £50 or

Such sums as the seller may be charged by its suppliers in respect of the return of such goods in the event that the goods constitute non-catalogued items. Custom manufactured products are non-returnable and the Purchaser shall remain liable for the full purchase price

In some instances, unwanted and unused goods may be returned, subject to prior agreement by SciQuip Ltd. The responsibility and cost of returning these goods remains with the Customer. Credit will be based on the invoice price less a re-stocking charge and delivery costs. This charge will be at SciQuip's discretion and will be advised when the return of goods is agreed. If items of an equivalent or greater value are being ordered to replace the returned items then these charges may be waived at SciQuip's discretion.

Order Cancellation

Cancellation or part cancellation of an order can only be accepted with SciQuip's prior agreement. SciQuip reserve the right to recover from the Customer any costs and expenses incurred up to the date of cancellation. Orders for Custom Specified/Non-Catalogue products may not be cancelled without prior agreement of SciQuip Ltd

We shall regularly monitor and review the operation of this policy.

Signed

A handwritten signature in black ink, appearing to read 'M Brooksbank', is written over a thin horizontal line.

Matt Brooksbank
General Manager