



Customer Returns Policy Statement

Scientific Laboratory Supplies is committed to providing its customers with quality products. However, there may be occasions where 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:

- Products may only be returned once in receipt of prior consent from Scientific Laboratory Supplies, this is regardless of whether the product is faulty, damaged or incorrectly supplied.
- Products returned without permission may be refused on the basis that decontamination may be required.
- Permission to return products will be authorised upon issue of a Customer Complaint (Claim) number. We request that this number is to be clearly identified on the outside of all returned item(s) and referenced in communications.
- Products which have been supplied to meet the requirements of an order and which function correctly may be subject to a restocking charge, customers shall be advised of this charge prior to any return.
- 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.

Should there be a need to return products the following instructions must be adhered to:

- The local Territory Sales Manager or Customer Service Administrator shall be provided with the following information:
 - Company Details
 - Contact details
 - Details of problem/complaint
 - Order details including part numbers and serial numbers if applicable
- Upon registration of the complaint a Customer Complaint number will be assigned; this number must be referenced in all future correspondence.
- If a return is required details of the location of the product(s) must be verified; the original delivery address will be used as a default collection point unless otherwise instructed.
- In all incidences it is important to clearly identify the Customer Complaint number on the returned product(s) documentation; please note that this number must NOT be written onto the product packaging.
- Where possible, products shall be returned in the packaging in which they were originally delivered, complete with accessories, certification and manuals.
- Replacement product(s) will only be issued upon inspection of the returned product(s), any discrepancies will be advised. Any credit or additional billing will be raised as appropriate.

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.

Peter Lister
Operation Director

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Systems, Quality & Compliance Manager

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