

# Customer return policy

## Lancetech Customer Returns Policy

At Lancetech, we are dedicated to provide high-quality products to our customers. However, we understand that there may be instances where a product is found to be faulty, defective, or incompatible with the original requirements. To address these exceptional circumstances and uphold our commitment to quality, we have implemented the following Customer Returns Policy:

### 1. Return Authorization:

- A Customer Complaint (Claim) number is required for product returns. This number must be distinctly shown on the external surface of all returning goods and cited in all correspondences.
- Unauthorised returns will not be accepted.
- Equipment without a Decontamination Certificate will not be accepted

### 2. Restocking and Handling Charges:

- Lancetech reserves the right to charge for restocking, handling, administration, and shipping if the returned item is deemed correctly supplied and free from defects. The restocking fee for standard stocked items is 20%.
- For non-standard stock items purchased from our suppliers, cancellations are not permitted unless Lancetech can cancel the order with it's own supplier. In such cases, the customer will be responsible for the supplier's administration charges, including any restocking fees.

- Custom-made or adapted products which are made with customer requirement cannot be cancelled once the contract is in place. Customers will be informed of any charges prior to return.

## 2. **Return Packaging:**

- Products should be returned in their original packaging, complete with accessories, certification, and manuals, where possible.

## 2. **Product Inspection and Replacement:**

- Products will be replaced (where applicable) upon inspection. If there are any issues, we'll let you know and sort out the right credit or billing.

## 2. **Damage in Transit:**

- Lancetech will undertake the repair or replacement of items damaged during transit, provided they are shipped using Lancetech's transport services or an approved courier. We do not assume liability for items damaged when transported by the customer.

## 2. **Failed Collections:**

- If a collection attempt fails twice due to customer-related issues, a £15 fee will be charged for any subsequent collection attempts.

## 2. **Warranty Items:**

- All warranty items must be returned to Lancetech for repair or replacement in accordance with the manufacturer's specifications. Exceptions apply if the product's form factor or deployment environment necessitates field service or direct return to the original equipment manufacturer (OEM).

This policy is fully supported by senior management and all employees. The Managing Director is responsible for its implementation and for ensuring that all employees of Lancetech are informed about it. The policy is subject to frequent reviews to maintain alignment with the objectives of Lancetech Limited.