

Refund Procedure

1. Introduction and Scope

- a) In cases where the Customer or you do not have the right to reject or return the Goods according to the relevant contractual terms, such as "for convenience" returns for Goods that are no longer needed, the relevant rules, terms, and conditions governing the authorisation and return of Goods purchased from Lancetech are outlined in the Returns Policy (Policy) and the related terms and documents referenced below. These returns will now be referred to as Restocking Returns.
- b) Your entitlement to return products, as outlined in the relevant contract, including defective items covered by warranty, is unaffected by this Policy, thus it does not apply to you.
- c) This Policy is designed to work in harmony with the other legal documents that govern the purchase of goods from Lancetech. These documents include the Trade/B2B Terms and Conditions of Supply (Non-eCommerce Sales) or, for online transactions, the Website Terms & Conditions of Sale (Trade/business and consumers), which can be found on <https://www.lancetechltd.com>. You will find information about your contractual right to return Goods to us in the relevant Trading Terms.

The only Goods covered by this Policy are those that Lancetech sells directly to other businesses. If you are a customer buying the Goods, this won't apply to you.

2. Advance Authorization of Restocking Returns

- a) Prior consent is required for restocking returns to Lancetech. We offer this authority by issuing a returns authorisation number (Returns approval Number). All returned items must have the Returns Authorisation Number clearly marked on the outside and referenced in any relevant correspondence. Any products sent back to Lancetech without an RMA number will not be accepted.
- b) To seek prior approval for Goods returns, please contact our customer care team at 0208 3068 059 or utilise our Returns Form.
- c) We reserve the right to refuse or approve Lancetech Returns depending on the individual circumstances, and there may be restrictions and limitations on the return of Goods (see below).

3. Charge for Administration Restocking

- a) An administration and restocking fee (Restocking Charge) is required to cover our handling and administrative expenses associated with processing Restocking Returns.

b) The Restocking Charge for the return of standard stock products is 20% of the invoiced price (excluding VAT), with a minimum fee of £25 per return shipment (or €25 for goods billed in Euros).

c) You will need to pay our Restocking Charge plus an extra amount to cover any administrative and restocking fees imposed by our suppliers in order for us to accept the return of non-standard stock items. Additionally, we must be able to cancel the corresponding order with our suppliers.

d) Once we receive the returned Goods and inspect them to make sure they are in accordance with this Policy and the relevant Trading Terms, we will refund you the invoiced price of the Goods (usually by crediting your account) minus the applicable Restocking Charge and any other applicable charges listed in this Policy. If there are any discrepancies, we will notify you as soon as possible.

4. Only applicable to brand-new, unopened items

a) The condition of the returned products, including any packaging or labels, must be "as new" and undamaged in order to be eligible for restocking.

b) Everything you received from us, including the goods, the accessories, the certifications, and the user and operator manuals, must be returned in their original packing.

5. Exclusions for Restocking Returns

Restocking Returns of Goods are not accepted under the following conditions:

(a) Products that have been altered or altered to fit the customer's specifications, including personalised or customised items, regardless of their packaging;

(b) Products that we no longer sell;

(c) Products that were not bought directly from us by the customer;

(d) Products that need to be kept at a specific temperature;

(e) Products that are used, damaged, outdated, shelf-worn, or defaced, regardless of their packaging;

(f) Products pertaining to chemicals, medical, reagents, diagnostics, or items that are hazardous or sterile; or

(g) Products that are either expired or have an expiration date that is too close for us to resell as new.

6. Deadline for the Return of Goods

Restocking returns must be received by us within 28 days after the initial delivery of the goods to the customer.

7. Decontamination Certificate

All returned equipment must have a decontamination certificate in a form deemed acceptable by Lancetech; otherwise, the return will be rejected.

8. Collection charges

(a) Unless otherwise specified in writing, we will charge you a collection fee equal to the standard delivery charge for the items in question (based on our current rates) plus any applicable restocking charges when we agree to collect restocking returns of goods from your location.

(b) Along with the standard collection fee, there is an additional fee that will be applied if we have attempted to retrieve the returned goods from you twice or more without success (unless the failure is our fault). This fee is based on our current rates.

9. Contact us

For enquiries, comments, or requests pertaining to this Policy, please contact our response administrator. In accordance with the GDPR, the data controller is Lancetech Limited, located at 6 Sevenways Parade, Woodford Avenue, Ilford, IG2 6XH, or via email.

Samsul Islam
Managing Director
Lancetech Limited
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