



Detectamet Ltd  
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## DETECTAMET RETURNS POLICY

At Detectamet Ltd we want you to be happy with your purchase but we do understand that from time to time you will want to return an item. This policy sets out when you can return products, and how to do so.

Should you wish to return an item, please notify the Detectamet Sales Office within 48 hours of receipt, on +44 (0)1759 304200. You will be issued with Returns paperwork containing a Returns Number. This Returns Number is then to be annotated on any further correspondence with Detectamet Ltd with regard to your return and the Returns paperwork is to accompany the returned goods back to Detectamet Ltd.

The Returns Number is to be clearly annotated on the returned goods and accompanying paperwork.

Returned items should be unused and must be returned in original packaging with any enclosed documentation. We will issue a full refund upon receipt, excluding the original delivery charge. Alternatively, if preferred, we will exchange the item.

Goods will only be accepted for return if they are despatched within 14 days of delivery, unless we have agreed otherwise.

The cost of returning the goods to us is your responsibility and you are responsible for the goods until it reaches us. Therefore for your own protection we recommend that you send the parcel using a delivery service that insures you for the value of the goods. Delivery charges are only refundable where goods are faulty or have been incorrectly despatched and a refund is made.

Should you require replacement products please inform Detectamet Ltd of this at the same time as submitting the returns request. This will allow us to coordinate any pre-arranged delivery/ collection requirements.

Once Detectamet Ltd has received the returned products a credit note will be issued. This is conditional to the goods being received in 'as new' condition and corresponding correctly to the returns paperwork.

If you received free shipping then actual outbound shipping costs may be deducted from your refund.

Should you wish to return a product that your organisation ordered incorrectly then this can be done providing your organisation informs Detectamet Ltd of the mistake within 48 hours of receiving the goods.

Should you wish to return Detectamet products for a reason other than those stated above, you must firstly contact the Detectamet Ltd Sales Office on +44 (0)1759 304200 and discuss the reason(s) for wanting to return the products. Depending on the circumstances, it may be necessary for a Regional Sales Manager to visit your organisation and assess the situation before authorising the return of the goods.

Detectamet Ltd may not authorise a returns request or accept a return for any of the following reasons:

1. There is no Detectamet Ltd Returns paperwork and/ or Returns Number.
2. If the packaging has a Distributors own branding stickers on.
3. If the product packaging has been de-faced by the Detectamet stickers being removed.
4. If the products have been removed from their original packaging.
5. If the stock has been damaged in any way.

A 10% restocking fee may apply to any item that does not meet the above terms.



Company Registration No: 5103699 - VAT Registration No: GB 842 4113 57

Head Office Address: Unit 55 Halifax Way, Pocklington Industrial Estate, York YO42 1NR

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