

Returns

Returns will not be accepted without prior agreement with Sensio.

Goods returned without prior notice or without a returns number may be rejected and will delay processing the claim.

Unwanted goods/surplus stock if agreed for return will incur a 15% administration charge

Customer specific labeled goods and goods which are not standard Sensio stock lines cannot be accepted for stock rotation return.

Replacement Goods

All replacement goods will be dispatched at the customer's normal cost price, a full credit will be issued once goods have been returned and confirmed as faulty/damaged

Goods will not be exchanged or credited without proof of purchase

Credits

Credits will not be issued against component parts, replacements will be sent to ensure the kit is in full working order and fit for sale.

Sensio will endeavor to process all returns (which include a Sensio returns form) within 5 working days of receipt.

The customer must notify Sensio of intention to return goods in writing within 5 working days of receipt of goods

A returns form will be sent with a returns number; this form should be completed and returned to Sensio prior to returning the goods. A copy of this form should also be included in your returns parcel.

If a collection is required Sensio will confirm with the customer that the goods are available for collection.

The customer will then be advised when the collection will take place.

If the goods are unavailable for collection on the date agreed, the customer will:

Be responsible for returning the goods

Cover the cost of a new collection

Cost may be applied to your account if the returned goods are found to be in full working order, or the fault is due to misuse.

A collection cannot be arranged for unwanted goods unless the customer agrees in writing to cover all costs incurred.

Unwanted goods containing customer labeling will not be accepted for return.

Currently charges that may be applied to your account.

Inspection of goods found to be in full working order or faulty through misuse £15 per hour or part thereof.

Collection of goods found to be in full working order or faulty through misuse £8.50 per parcel to a max of 20KG

Re-dispatch of goods found to be in full working order or faulty through misuse £7.50 per parcel to a max of 20KG

To avoid damage to inner boxes please ensure all returns are in outer packaging, bubble wrapped or film wrapped to protect the goods from any returns stickers or labels the carrier may use.