

# RETURNS POLICY

## 1. Introduction & Scope

(a) This Restocking Returns Policy (Policy), together with the other terms and documents referred to below, sets out the rules, terms and conditions applicable to the authorisation and return to **NEXLAB Scientific Ltd** (referred to below as **NEXLAB, we or us**) of goods/products (Goods) purchased from NEXLAB by trade B2B customers (referred to below as the **Customer or you**) in circumstances where you do not have a contractual right to reject or return these. Examples include “for-convenience” returns where Goods ordered are no longer required. These are referred to below as **Restocking Returns**.

(b) This Policy does **not** apply where you have a contractual right to return Goods (e.g., defective items under warranty). Those rights are unaffected by this Policy.

(c) This Policy operates in conjunction with the contract trading terms under which you purchase Goods from NEXLAB, being NEXLAB’s **Terms & Conditions of Sale (Trade/Business)** available on our website. The applicable trading terms will specify whether you have a right to return Goods.

(d) This Policy applies only to Goods supplied **directly by NEXLAB to trade (B2B) customers**. It does not apply to consumer purchases.

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## 2. Prior Authorisation of Returns

(a) All Returns require **prior written authorisation** from NEXLAB, issued via email. Goods returned without authorisation will be refused.

(b) You may request prior authorisation by contacting our customer service team:  
**Telephone:** 07776256272  
**Email:** support@nexlابscientific.co.uk

(c) Exclusions and conditions apply to the return of certain Goods (see below). Authorising Restocking Returns is **at NEXLAB’s discretion**.

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## 3. Administration & Restocking Charge

(a) Customers must pay an **administration and restocking charge** (Restocking Charge) to cover the handling, inspection and administration associated with processing Restocking Returns.

(b) For Goods that are **standard stock items**, the Restocking Charge is **20% of the invoiced price** (excluding VAT), subject to a **minimum fee of £25** per return consignment.

(c) Returns of Goods that are **not standard stock items** will only be accepted if:

- NEXLAB is able to cancel its corresponding order with its supplier(s), and
- You pay the Restocking Charge **plus any additional restocking or administration fees** imposed by NEXLAB's supplier(s).

(d) Refunds for authorised returns (usually by crediting your account) will be processed **after inspection** of the returned Goods and after deduction of applicable charges. We will notify you of any discrepancies as soon as reasonably possible.

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## 4. New, Unused and Complete Goods Only

(a) Returned Goods must be in **unused, as-new**, readily resalable condition, including original packaging and labelling.

(b) Goods must be returned in their **original packaging**, complete with **all accessories, certifications, documentation, and user manuals** supplied with the product.

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## 5. Restocking Returns Exclusions

NEXLAB does **not** accept Restocking Returns of any Goods:

- (a) made or adapted to the Customer's specification (including personalised or customised items, whether product or packaging);
- (b) that are discontinued or obsolete items no longer sold by NEXLAB;
- (c) not originally purchased directly from NEXLAB;
- (d) that are refrigerated, frozen, or temperature-controlled products;
- (e) that have been used, damaged, marked, shelf-worn or defaced (including packaging);
- (f) that are chemicals, reagents, diagnostics, medical/clinical consumables, sterile items, or products that are hazardous;
- (g) that are expired or have insufficient remaining shelf life to allow resale as new.

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## 6. Time Limit for Returning Goods

Restocking Returns must be **received by NEXLAB within 28 days** of the original delivery date.

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## 7. Decontamination Certificate

All Goods that are classified as **equipment** must be returned with a **completed decontamination certificate** in a form reasonably acceptable to NEXLAB. Returns without a satisfactory certificate will not be accepted.

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## 8. Collection Fees

- (a) Where NEXLAB agrees to collect Goods from your premises, you will be charged a **collection fee equivalent to our standard delivery charge** for the items concerned (based on rates in effect at that time), in addition to any Restocking Charges.
- (b) If NEXLAB attempts and fails to collect Goods on **two or more occasions** (unless the failure is our fault), an additional **failed collection fee** will be charged for each subsequent collection attempt.

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## 9. Contact Us

If you have any questions, comments or requests regarding this Policy, please contact:

**NEXLAB Scientific Ltd**

**Email:** [support@nexlابscientific.co.uk](mailto:support@nexlابscientific.co.uk)

**Telephone:** 07776256272

Or by using the 'Contact Us' form on our website.