

## **Returns Policy - 1<sup>st</sup> September 2019**

### **In Transit Damage, Faulty Goods, Shortages, Discrepancies & Returns Policy**

The purchaser shall inspect and test goods on receipt where possible. Any damage should immediately be reported to Astec Assistive Technology Solutions Ltd, noting any shipping reference numbers etc. Astec shall not be responsible for damaged goods unless they have been reported within 24 hours of receipt.

Any shortages or discrepancies should be reported to Astec within 14 days of receipt.

Goods not damaged in transit but becoming faulty within 14 days of receipt should be reported to Astec when arrangements for replacement, repair, or refund will be made. Faulty or damaged goods must have been received at Astec in a complete condition and in their original packing before any action will be taken by Astec to address the situation, unless specific arrangements to the contrary have been made with Astec.

Returned goods which are, upon inspection, found to be in full working order are not accepted for return, and will be immediately returned to sender

For goods which become faulty after 14 days, Referral should be made to the manufacturer's warranty terms and conditions. Please ask for a copy of manufacturer's warranty terms direct from Astec if required.

### **Credit/Refund**

No goods may be returned for credit or refund unless agreed by Astec in writing and any credit if granted (at the sole discretion of Astec) may be subject to the deduction of handling charges and to adjustment depending on the condition of the goods returned. Returned goods which are, upon inspection, found to be in full working order are not accepted for return, and will be immediately returned to sender. The responsibility for damage to returned goods during transit lies with the purchaser unless the carrier transporting the goods has been appointed by Astec. No Credits or Refunds will be considered until Astec have received the goods.

### **Liability**

All shipping dates are approximate and Astec Assistive Technology Solutions Ltd shall not be liable for delays caused beyond their reasonable control. Astec shall not be liable for and the Purchaser shall indemnify Astec against any claim for loss or damage caused by goods supplied by Astec whilst in the possession of the Purchaser including any third party claims.

Astec does not accept responsibility for the specific purposes in which the goods are applied including but not limited to compatibility with other equipment.