

## **Returns**

Surgimax is supplying surgical instruments with top level workmanship, but in case you got any problem or not happy with our product quality, we will be glad to take back unused items within 30 days of purchase for full refund. Once your goods are accepted back into stock, you will be issued with a replacement or refund which usually takes between 5 to 7 working days, however we will accept the returns under following circumstances: -

- 1) Authorization from our customer service must be obtained prior to returning products, so please contact at +44 (0) 161 3022 744 or email us by [info@surgimax.co.uk](mailto:info@surgimax.co.uk) and get RRN (return reference number) before sending the goods back.
- 2) Product must be returned in unused saleable & clean condition in original package within 30 days of invoice date.
- 3) Items returned opened, unsuitable packaged or any non-conform packaging material, as well as items returned after 30 days are subject to a minimum 10 % restocking and reworking charge.
- 4) Custom or special order products will not be accepted for refund.
- 5) Before sending the goods back, method of return must be agreed with Surgimax.
- 6) Goods must be returned in safe packaging to avoid damage in transit.
- 7) Send the goods by reliable courier service provider, we cannot except any liability for goods lost in transit.
- 8) Surgimax is not liable to issue refund for those goods which have been used, repaired or modified.
- 9) The Purchaser shall pay the carriage on returned products, however we will refund the postage to you if product is faulty so please ensure you get a proof of postage.
- 10) Provide a copy of the original invoice when returning items.

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