

CliniTech Medical LTD operates the following Returns Policy.

Web orders:-

CliniTech recognises established online distance selling regulations and the 14 days to which customers have the right to return products without reason. All customer returns within this 14 day period need authorisation by management. This can be granted to all customers making a request via email (info@clintechmedical.co.uk) A unique returns number (RMA) will be issued and this reference needs to be placed on the outer box of the returning product. The authorisation is for the purpose of tracking, administration and to ensure customers understand and agree that the shipping cost of such a return is that of the buyer. The buyer agrees that the goods must return in an un-modified and as new condition. Refunds will be minus the original shipping charge and will be issued once the goods have been inspected and tested at CliniTech Medical offices. Funds will be returned to the original payment source.

General orders: -

Orders placed via official purchase orders, verbal confirmation (telephone) and written email exchange are deemed non-cancellable, unless otherwise agreed in writing by CliniTech Medical management.

Warranty:-

CliniTech Medical offers where appropriate a minimum 12 month return to base warranty. Should a product be deemed faulty, customers are required to email details (info@clintechmedical.co.uk) of the problem or fault as soon as possible. CliniTech will remotely assist with any possible technical support to rectify. Should the product be diagnosed remotely the product may not need to be physically returned. In the case an RMA can be created and closed on the same day, with either a replacement product being shipped or if agreed a part or full refund for the goods.

Where goods need further inspection and test, all warranty claims are on the basis of "Return To Base", this means the shipping cost for all returning goods is the responsibility of the customer. If a successful repair is made once the product is returned or a new replacement is issued, then CliniTech Medical will bear the cost of return to the original order delivery address.

A product serial number may be requested to check the validity of warranty claim. If outside of the warranty period, in all cases CliniTech management has the final say in whether to award or decline a warranty claim.

CliniTech may repair or replace items under warranty at its own discretion, out of warranty repairs maybe possible and may be chargeable. Products may be beyond economic repair.