

## **CANCELLATION, RETURN & REFUND POLICY**

### **Cancellation Policy**

You can only cancel your order when the order is still in processing status. Only cancellation request made by the means of email will be acknowledged.

### **Duplicated order**

In any event that you find yourself having placed duplicated orders by mistake or due to system/network malfunction, please inform us before the order(s) is/are dispatched and we would cancel the duplicated order for you as per your request.

### **Return Policy**

#### **30 Days Return Policy**

You can exercise the right to return an order at your cost and opt for refund within 30 after day of receipt of the goods provided that such request is submitted to us by email within the aforementioned period. We will acknowledge receipt of your request and advise you the proper procedure of returning the goods to us. Your order(s) is/are eligible to a refund less an administration fee of 15GBP subject to below conditions:

1. Goods are purchased from our website. ([www.surescreenscientifics.com](http://www.surescreenscientifics.com))
2. A request for refund notification is submitted to by ticket and received by us within 30 days upon you receiving of the goods.
3. Goods are returned with a copy of your receipt/invoice.
4. Goods are in **brand new** and **undamaged** condition\* (with all original packaging including all accessories and other material(s)).
5. Goods must be returned to our specified address **within 14 days** after we acknowledge your request.

After we acknowledge and confirm your return request, we are able to arrange courier to pick up the goods from delivery address of your order (unless otherwise specified) and have them returned to us, with an additional pick up fee deducted from your refund.

*\*Kindly note any GCN, Bat, Crayfish, Forensic ecology or eDNA kits will not be eligible for return as these are perishable items and we cannot guarantee that the goods as in brand new condition.*

#### **Return of Faulty Item**

You may return the goods to us if you find it faulty due to manufacturer fault, provided that the request is made within 30 days upon you receiving of the goods. We will acknowledge receipt of your request and advise you the proper procedure of returning the goods to us. You may opt for a full refund or replacement subject to below condition(s):

1. Goods are purchased from our website ([www.surescreenscientifics.com](http://www.surescreenscientifics.com))
2. A request for return notification is submitted by email and received by us within 30 days upon you receiving of the goods.
3. Goods are returned with a copy of your receipt/invoice.
4. Goods are in **brand new** condition (with all original packaging including all accessories and other material(s)).
5. Goods must be returned to our specified address **within 14 days** after we acknowledge your request.
6. Goods returned are confirmed to be faulty after our inspection.

After we acknowledge and confirm your return request, we will arrange courier to pick up the goods from delivery address of your order (unless otherwise specified) and have them returned to us. The freight charge will be deducted from your refund if the return does not meet the condition(s) specified, in particular, 6 stated above.

#### **Return of Wrong or DOA Item**

If you find yourself having received wrong or Dead on Arrival (DOA) goods, you must notify us within 30 days of receiving the goods. We will acknowledge receipt of your request and advise you the proper procedure of returning the goods to us. You may opt for a full refund or replacement subject to below condition(s):



1. Goods are not working straight out of the box. (DOA)
2. Goods are not what you have ordered. (Wrong goods)
3. For wrong goods received, the goods must be returned to us in **unopened and unused** condition with full and complete packaging including accessories and other material(s).
4. For DOA goods, the goods must be returned to us in **original and undamaged** condition with full and complete packaging including accessories and other material(s).
5. Goods must be returned to our specified address **within 14 days** after we acknowledge your request.
6. Goods returned are confirmed to be wrong or DOA after our inspection.

After we acknowledge and confirm your return request, we will arrange courier to pick up the goods from delivery address of your order (unless otherwise specified) and have them returned to us. The freight charge will be deducted from your refund if the return does not meet the condition(s) specified, in particular, 6 stated above.

#### **Further Notes**

1. You must take all reasonable care of the goods and return them in its original and undamaged condition.
2. Unless specified in the above Terms and Conditions, you agree to bear the cost(s) of returning the goods to our specified address. If you choose to have your order refunded we will refund you the total amount paid less postage, within 5 working days. This does not affect your statutory rights.
3. We are not responsible for any physical loss or damage of the goods during return transit.
4. Consumables, perishables or goods that are affected by hygiene are not eligible for return.
5. We reserve the rights not to accept a return if they do not satisfy the conditions stated in the return policy.

#### **Refund Policy**

Upon receiving your returned item, we will inspect the goods. Once approved and the good passes the inspection phase, then your refund according to our cancellation or return policies, will be processed. A credit will be applied to your Credit Card or your original method of payment within a certain amount of days, based on the payment method selected. When we process the refund, a refund email will be sent your order's email.

#### **Late or missing refunds**

If you haven't received a refund yet, first check your bank account again as there may be some delays by the bank. Then contact your credit card company or the respective payment channel. It may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted. If you have done all the actions above and you still have not yet received your refund, please contact us at [scientifics@surescreen.com](mailto:scientifics@surescreen.com)

