

## Return Policy – Briti Scientific

At Briti Scientific, we are committed to providing high-quality reference standards and reagents. To ensure customer satisfaction, we have outlined the following return policy:

### 1. Eligibility for Returns

Returns will only be considered under the following circumstances:

- The product was damaged during shipping.
- The incorrect product was supplied due to an error by Briti Scientific.

### 2. Conditions for Returns

- **Authorization Required:** Customers must contact Briti Scientific customer service within 7 days of receipt of the product to request return authorization. Returns sent without prior approval will not be accepted.
- **Original Packaging:** Products must be returned in their original packaging and in a condition suitable for resale (if applicable).
- **Documentation:** Customers must include proof of purchase and a detailed description of the issue (e.g., damage, defect, or non-compliance).

### 3. Non-Returnable Items

The following items are not eligible for return:

- Products that have been opened, used, or tampered with.
- Products stored or handled improperly after delivery, resulting in damage or degradation.
- Custom formulations or special-order products that were manufactured to customer specifications.

### 4. Process for Returning Products

1. Contact Briti Scientific via email or phone to obtain a **Return Authorization Number (RAN)**.
2. Ship the product securely to the return address provided, ensuring all necessary documentation (e.g., RAN, proof of purchase) is included.
3. Once the returned product is received and inspected, Briti Scientific will process the refund, replacement, or credit based on the situation.

### 5. Restocking Fee

A restocking fee of up to 20% may apply for products returned due to customer error (e.g., ordering the wrong product). This fee will be deducted from the refund amount.

### 6. Refunds and Replacements

- **Refunds:** Approved refunds will be processed to the original payment method within 10–15 business days.

- **Replacements:** If a replacement is issued, it will be shipped promptly once the returned product is received and inspected.

## **7. Shipping Costs**

- **Customer-Initiated Returns:** The customer is responsible for shipping costs unless otherwise agreed.

## **8. Contact Information**

For return requests or questions about our return policy, please contact:

**Email:** [sales@britscientific.com](mailto:sales@britscientific.com).

**Phone:** 7337474772, 8179784772.

**Website:** [www.britscientific.com](http://www.britscientific.com).