

Lampadina Scientific Ltd

1. Scope

This Returns & Refunds Policy applies **exclusively to business-to-business ("B2B") sales** made by Lampadina Scientific Ltd ("Lampadina Scientific", "we", "us" or "our").

We supply laboratory equipment, scientific equipment, consumables and related products to businesses, laboratories, research organisations, universities, healthcare organisations, pharmaceutical and biotechnology companies, diagnostic laboratories and other professional or commercial organisations.

We do not sell products under this policy to consumers or for domestic/private purposes.

By placing an order with Lampadina Scientific, the customer confirms that the products are being purchased wholly or predominantly for business, commercial, professional, scientific, research or institutional purposes.

This policy forms part of the contractual terms governing the sale of products by Lampadina Scientific and should be read together with our Terms & Conditions of Sale, quotation, order confirmation and any other specific terms agreed between the parties.

2. Inspection of Goods

Customers are responsible for inspecting goods promptly following delivery.

The customer must notify Lampadina Scientific of any apparent:

- damage;
- shortage;
- incorrect product;
- missing component;
- incorrect quantity;
- packaging damage; or
- other immediately apparent issue

within 72 hours of delivery.

Notification should be made in writing and should include, where applicable:

- the order or invoice number;
- product name and product number;
- serial number;
- details of the issue;
- photographs of the product and packaging; and
- confirmation of whether the product has been opened, installed, operated or otherwise used.

The 72-hour period is intended to allow Lampadina Scientific to identify and resolve delivery and product issues promptly and to minimise unnecessary transportation, handling, inspection and environmental impact.

Where the customer fails to notify Lampadina Scientific of an apparent issue within 72 hours, Lampadina Scientific reserves the right to treat the goods as having been accepted, subject always to any rights or remedies that cannot lawfully be excluded or restricted.

3. No General Right to Return

As this is a **B2B sales policy**, customers do not have an automatic right to return goods simply because they have changed their mind, ordered the wrong product or no longer require the goods.

Lampadina Scientific may, at its sole discretion, agree to accept a return of goods that are not faulty or incorrectly supplied.

Any such return is a **voluntary return** and is subject to the conditions set out in this policy.

Customers should therefore ensure that the product ordered is suitable for their requirements before placing an order.

4. Conditions for Voluntary Returns

Where Lampadina Scientific agrees to accept a voluntary return, the product must normally:

- be returned within the period specified by Lampadina Scientific;
- be unused;
- be in a fully resaleable condition;
- be in its original packaging, where reasonably possible;
- include all accessories, manuals, cables, components and documentation supplied with the product;

- not have been installed or commissioned;
- not have been modified or altered;
- not have been damaged;
- not have been contaminated; and
- not show signs of use, wear or operation.

Lampadina Scientific reserves the right to refuse a voluntary return where any of these conditions are not satisfied.

5. Laboratory and Scientific Equipment

Laboratory equipment requires particular care because its use may affect its safety, performance, calibration, certification and resale value.

Unless specifically agreed otherwise, customers must not:

- install equipment;
- operate equipment;
- connect equipment to laboratory systems;
- calibrate equipment;
- modify equipment;
- dismantle equipment;
- remove components;
- use equipment in an experiment or process; or
- otherwise place equipment into service

where the customer is considering returning the product.

For the purposes of this policy, **use of laboratory equipment includes installation, commissioning, operation, testing beyond basic inspection, calibration or connection to other laboratory equipment or infrastructure.**

Where equipment has been used, Lampadina Scientific may require the equipment to undergo inspection, testing, calibration, servicing or decontamination before its resale value can be assessed.

6. Returns Within 72 Hours

Where a B2B customer notifies Lampadina Scientific within **72 hours of delivery** that it wishes to return an item for a reason other than a product defect or incorrect supply, Lampadina Scientific may agree to accept the return without applying the standard 20% restocking charge, provided that:

- the return has been authorised by Lampadina Scientific in advance;

- the product is unused;
- the product is undamaged;
- the product is uncontaminated;
- the product is complete; and
- the product is in a condition suitable for resale.

Acceptance of a return is not automatic and remains subject to Lampadina Scientific's written approval.

7. Returns After 72 Hours

Where Lampadina Scientific agrees to accept a voluntary B2B return **more than 72 hours after delivery**, Lampadina Scientific will charge a **return and restocking fee equal to 20% of the sale value of the returned product**.

The 20% charge reflects the administrative, handling, inspection, repackaging, stock management and resale costs associated with accepting a return outside the initial inspection period.

The 20% charge will be deducted from any refund or credit issued to the customer.

For example:

Product sale value: £5,000

20% return/restocking fee: £1,000

Refund/credit before any other agreed deductions: £4,000

The 20% charge does not apply to a return that Lampadina Scientific is contractually or legally required to accept because the goods are defective, incorrectly supplied or otherwise fail to comply with the applicable contract.

8. Used, Damaged or Non-Resaleable Products

Lampadina Scientific has a particular interest in protecting the resale value of specialist laboratory and scientific equipment.

Where a customer requests a voluntary return and the product has been:

- used;
- installed;
- operated;
- calibrated;
- modified;
- damaged;

- scratched or marked;
- contaminated;
- exposed to chemicals or biological materials;
- supplied without original components or accessories; or
- otherwise reduced in value,

Lampadina Scientific may refuse the return.

Alternatively, at its discretion, Lampadina Scientific may agree to accept the return subject to an additional deduction reflecting the reasonable costs incurred and/or reduction in value resulting from the condition of the product.

Any such deduction will be communicated to the customer before the return is processed wherever reasonably practicable.

9. Contamination and Decontamination

Customers are responsible for ensuring that laboratory equipment returned to Lampadina Scientific is safe to handle and transport.

Before returning laboratory equipment, customers must disclose whether the equipment has been exposed to any:

- biological material;
- infectious or potentially infectious material;
- chemicals;
- hazardous substances;
- radioactive materials;
- clinical samples;
- pharmaceutical compounds;
- animal or human tissue; or
- other potentially hazardous or contaminating material.

Lampadina Scientific may require the customer to provide a written decontamination certificate or other appropriate documentation before accepting a return.

Lampadina Scientific reserves the right to refuse collection or delivery of equipment that has not been appropriately decontaminated or where the customer has failed to provide sufficient information regarding potential contamination.

Where specialist cleaning, decontamination, inspection or disposal is required as a result of the customer's use of the equipment, the reasonable associated costs may be charged to the customer.

10. Faulty or Incorrectly Supplied Goods

If goods supplied by Lampadina Scientific are believed to be faulty, defective, damaged before delivery or incorrectly supplied, the customer must notify Lampadina Scientific as soon as reasonably practicable and, wherever possible, within **72 hours of delivery**.

Lampadina Scientific may request photographs, serial numbers, operating information, test results or other information necessary to investigate the issue.

Where appropriate, Lampadina Scientific may:

- arrange an inspection;
- request the goods be returned;
- repair the goods;
- replace the goods;
- provide a credit or refund; or
- agree another appropriate remedy.

Nothing in this policy is intended to exclude or restrict any liability or contractual obligation that cannot lawfully be excluded or restricted.

Where a customer reports a fault after the 72-hour notification period, Lampadina Scientific will assess the matter in accordance with the applicable contract and law. The expiry of the 72-hour period does not, by itself, convert defective goods into conforming goods or prevent a customer from relying on rights that remain applicable under the contract.

11. Goods Damaged in Transit

Customers should inspect packaging and products upon delivery.

Where goods or packaging appear damaged, customers should:

1. record the damage with the carrier where possible;
2. photograph the packaging and goods;
3. retain the original packaging; and
4. notify Lampadina Scientific within 72 hours.

Failure to notify Lampadina Scientific promptly may make it more difficult to investigate a transit claim and may affect Lampadina Scientific's ability to recover losses from the carrier.

12. Special-Order, Bespoke and Configured Equipment

Products manufactured, configured, modified or specially ordered to a customer's requirements are not ordinarily eligible for voluntary return.

This includes, without limitation:

- bespoke laboratory equipment;
- specially configured equipment;
- products modified to customer specifications;
- products purchased specifically for a customer's project;
- non-standard products procured specifically at the customer's request; and
- products that cannot reasonably be resold to another customer.

Any exception must be agreed by Lampadina Scientific in writing.

13. Consumables and Sealed Products

Consumable, sterile, temperature-sensitive or otherwise controlled products may only be returned where expressly agreed by Lampadina Scientific.

Products that have been opened, unsealed, used, partially consumed or stored outside the manufacturer's recommended conditions will generally not be accepted for voluntary return.

This is particularly important where opening or improper storage may affect product integrity, sterility, shelf life or suitability for laboratory use.

14. Return Authorisation

Customers must obtain written authorisation from Lampadina Scientific before returning any goods.

Unauthorised returns may be refused or returned to the customer at the customer's expense.

Where a return is authorised, Lampadina Scientific will provide return instructions and, where applicable, a return reference number.

The customer must ensure that returned goods are securely and appropriately packaged to prevent damage during transportation.

15. Inspection of Returned Goods

All returned products are subject to inspection.

Inspection may include, where appropriate:

- visual inspection;
- functional testing;
- electrical testing;
- calibration checks;
- serial-number verification;
- completeness checks;
- inspection for signs of use;
- contamination assessment; and
- assessment of resale condition.

The outcome of the inspection will determine whether the return meets the requirements of this policy.

Where laboratory equipment has been used, Lampadina Scientific may require additional testing or inspection before determining its condition and value.

16. Refunds and Credits

Where a voluntary return has been approved, Lampadina Scientific will normally issue a refund or credit only after the returned goods have been received and inspected.

For returns made more than 72 hours after delivery, the standard **20% return/restocking fee** will be deducted from the refund or credit.

Where additional reasonable costs have arisen because the product has been used, damaged, contaminated, incomplete or otherwise made unsuitable for resale, those costs may also be deducted from the amount otherwise refundable.

Where the goods are confirmed to be defective or incorrectly supplied, Lampadina Scientific will determine the appropriate remedy in accordance with the applicable contract and law.

17. Return Transportation

Unless otherwise agreed in writing:

- the customer is responsible for the cost of returning goods in connection with a voluntary return;
- the customer is responsible for ensuring that returned goods are appropriately packaged;
- the customer remains responsible for the goods until they have been safely delivered to Lampadina Scientific; and
- any collection arranged by Lampadina Scientific does not, by itself, constitute acceptance of the return.

18. Business-to-Business Contract Terms

This policy applies to transactions where both Lampadina Scientific and the customer are acting in the course of business.

The customer acknowledges that:

- there is no general consumer-style right to cancel or return goods simply because the customer has changed their mind;
- voluntary returns are subject to Lampadina Scientific's approval;
- laboratory equipment should be inspected before installation or use;
- the customer is responsible for ensuring that products are suitable for its intended application
- the customer must comply with all applicable instructions concerning installation, operation, storage, safety and maintenance; and
- the condition of returned products is material to Lampadina Scientific's decision whether to accept a voluntary return.

19. Limitation of this Policy

Nothing in this policy is intended to exclude or restrict:

- liability for death or personal injury caused by negligence;
- liability for fraud or fraudulent misrepresentation;
- liability that cannot lawfully be excluded or restricted; or
- any other obligation or liability that the parties cannot lawfully exclude or restrict.

Any contractual limitation or exclusion of liability is intended to apply only to the extent permitted by applicable law.

20. Governing Terms

This Returns & Refunds Policy should be read together with Lampadina Scientific's Terms & Conditions of Sale.

Where there is a conflict between this policy and a separately negotiated written agreement between Lampadina Scientific and a customer, the specific written agreement will take precedence to the extent of the conflict.

21. How to Request a Return

To request a return, customers should contact Lampadina Scientific with the following information:

Order/invoice number:

Customer/company name:

Product:

Product/part number:

Serial number, where applicable:

Date received:

Reason for return:

Whether the product has been opened:

Whether the product has been installed or used:

Whether the product has been exposed to any chemicals, biological materials or other contaminants:

Photographs, where applicable:

Contact

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