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## DETECTAMET RETURNS POLICY

1. In the unlikely event of an incorrect delivery being sent to you by Detectamet Ltd., please notify the Detectamet Sales Office immediately. Where the goods in question will be issued with a returns number, Detectamet Ltd. will then arrange to collect the goods from your premises. Prior to collection please place the given returns number on any corresponding paperwork.

Should you require replacement products/goods. Please inform Detectamet Ltd. personnel of this, at the same time of raising the matter, so that the delivery can be arranged to coincide with the collection.

A credit note for the returned goods will be issued once Detectamet have received the products/goods. This is, however, conditional to the goods received, corresponding correctly to the returns number and the goods being in a sufficient re-sale condition.

2. Should you wish to return stock that your organisation ordered incorrectly, this can be done providing your organisation informs Detectamet Ltd of the mistake within ten working days of receiving the goods.

Firstly, please contact the Detectamet Ltd Sales Office to obtain a returns number. This number should then be placed on the carrier's paperwork or any other corresponding paperwork pertaining to the products delivery back to Detectamet Ltd.

3. Should you wish to return goods for reason other than those stated above. You must firstly contact the Detectamet Ltd Sales Office and disclose the reason for wanting to return the products. Circumstances dependent, it may be necessary for a Regional Sales Manager to visit and assess the situation before authorising.

Should Detectamet Ltd give authorisation then the procedure reverts back to that as depicted in the above paragraphs 2.

Additionally Please Note: Detectamet Ltd. will not accept returned stock if:-

1. There is no Detectamet Ltd returns number
2. If the product does not have a minimum of 12 months shelf life remaining.
3. If the packaging has Distributors branding stickers on the packaging, or if it is de-faced by the stickers being removed.
4. If the stock has been damaged.
5. If products returned are not in case quantity.

Ref No.: RETNS POL/01	Authorised by:	AM	Dated: 2.3.12
Page 1 of 1			Issue No : 1