

Returns Policy

No goods may be returned to R & L Slaughter Ltd. without the authorisation of R & L Slaughter Ltd.

Authorisation to return products damaged during delivery must be requested within 3 days of delivery. R & L Slaughter Ltd. has the right to repair and return damaged products.

Authorisation for the return of products which fail to meet current published manufacturer's specifications must be requested in writing within 28 days of delivery. R & L Slaughter Ltd. will assist customers, at customers' expense, to obtain any manufacturer's warranty consistent with that granted to R & L Slaughter Ltd.

Authorisation for the return of products, other than those damaged during delivery, delivered in error or those that do not meet specification, must be requested within 10 days of delivery. Credit (less a handling charge of 15% of the invoice value of all products returned subject to a minimum charge of £30) will be given for those products authorised for return which are unused and in re-saleable condition other than those in the categories shown:

- open chemicals or diagnostics;
- refrigerated or other perishables;
- items with an expired shelf life or an expiration date too short for resale;
- any article that has been delivered direct by a third party supplier;
- discontinued items;
- items not purchased from R & L Slaughter Ltd.

Authorisation will be subject to the condition that the products are returned to R & L Slaughter Ltd. or to the manufacturer or other source notified by R & L Slaughter Ltd., by registered post if permitted, or via the R & L Slaughter Ltd. van service, for which a handling charge will be made for each line.

Articles that have been delivered on our behalf by a third party supplier will not be accepted back at R & L Slaughter Ltd.

The responsibility for the goods remains with you until they have safely been returned to us. In the unlikely event that a product purchased from us is faulty, we will offer you the choice of a full refund or a replacement. This, however, will only be relevant if the item is returned to us in its original condition and packaging. We will then follow manufacturer's guidelines to assess the product and then contact you with either a replacement item or a full refund.