

Cancellation and Returns Policy

Order Cancellation Policy

Customer may cancel purchase orders for Standard Catalogue Products at any time prior to picking/packing of the relevant shipment. Cancellation of custom-made products, products not in the catalogue or products not in stock may be refused or a cancellation fee may be charged in these cases. Please contact your customer service representative if you wish to cancel an order.

Returns Policy

It is World Precision Instruments Germany GmbH's policy to accept returns of standard catalog products (if the customer has ordered items it does not need) within 30 calendar days of delivery by World Precision Instruments Germany GmbH. A handling fee of 30% of the invoice value of the returned item will be charged (minimum fee 25 € or the equivalent amount in local currency).

This returns policy only applies to products inventoried at World Precision Instruments Germany GmbH and which are in a unused, re-saleable condition and does not apply to (i) products which have been discontinued, (ii) products which are personalized or customized, (iii) products not purchased from World Precision Instruments Germany GmbH, (iv) refrigerated or temperature controlled products, (v) products which are outdated, shelf-worn, used or defaced; (vi) products which are expired or with an expiration date too short for re-sale. Returns of custom products, non-catalogue products, and not inventoried products are not permitted. Customer must obtain a goods return authorization ("GRN") from World Precision Instruments Germany GmbH and reference the GRN number on return shipping documents prior returning the products to the designated return center (at Customer's cost). Please contact your Customer Service Representative for further details on the return procedure to follow. For the avoidance of doubt, this policy does not affect customer's right to return products that develop faults or fail to perform to specifications during the applicable warranty period.

Shipping Error / Damage Policy

It is the responsibility of the Customer to perform reasonable inspection of all deliveries. Obvious external damage must be notified to World Precision Instruments Germany GmbH within a maximum of 7 calendar days of delivery, together with a copy of the annotated delivery receipt as well as any relevant supporting documents evidencing the external damages (e.g. photos). Delivery errors (e.g. wrong product, wrong quantities) and physical damage to products visible from standard 'out of box' inspection must be notified to World Precision Instruments Germany GmbH within a maximum of 7 calendar days of delivery, together with a copy of the annotated delivery receipt as well as any relevant supporting documents (e.g. photos). In the absence of such notifications, goods shall be assumed to be delivered in an undamaged condition. For the avoidance of doubt, this policy does not affect customer's rights in respect of products that develop faults or fail to perform to specifications during the applicable warranty period.