

CANCELLATION AND RETURNS POLICY

1. ORDER CANCELLATION POLICY

Customer can cancel purchase orders of standard catalogue products at any time prior to picking/packing for shipment. Cancellation of custom products, non-catalogue products and non-inventoried products at World Precision Instruments Limited may be rejected or alternatively be subject to cancellation fees. Please contact your Customer Service Representative in the case you wish to cancel an order.

2. RETURNS POLICY

It is World Precision Instruments Limited's policy to accept convenience returns of standard catalogue products (where customers have ordered items they do not require), within 30 calendar days of delivery by World Precision Instruments Limited, subject to a minimum of 25% restocking fee of the invoiced value of the products being returned. This returns policy only applies to products inventoried at World Precision Instruments Limited and which are in a unused, re-saleable condition and does not apply to (i) products which have been discontinued, (ii) products which are personalised or customised, (iii) products not purchased from World Precision Instruments Limited, (iv) refrigerated or temperature controlled products, (v) products which are outdated, shelf-worn, used or defaced; (vi) products which are expired or with an expiration date too short for re-sale.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 non-inventoried products are not permitted. Customer must obtain a return material authorisation ("RMA") from World Precision Instruments Limited and reference the RMA number on return shipping documents prior to returning the products to the designated return centre (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.

3. 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 Limited within a maximum of 7 calendar days of delivery, together with a copy of the annotated delivery note 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 Limited within a maximum of 7 calendar days of delivery, together with a copy of the annotated delivery note 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.