

Returns Policy for Business-to-Business (B2B) Online Sales

Thank you for choosing to shop with Instrumentation Systems & Services Ltd. Below is our returns policy for B2B transactions, including information about restocking fees:

1. Eligibility for Returns:

- We accept returns within 30 days from the date of delivery.
- Products must be in their original condition and packaging to be eligible for return.
- Customized or specially ordered items may not be eligible for return unless they are defective or damaged upon receipt.

2. Restocking Fee:

- All returns are subject to a 50% restocking fee.
- This fee is applied to cover handling, inspection, and restocking costs associated with returned items.
- The restocking fee will be deducted from the refund amount once the returned item is received and inspected.

3. Return Process:

- To initiate a return, please contact our customer service team within 30 days of receiving your order.
- Provide your order number, item(s) you wish to return, and reason for return.
- Our customer service team will provide you with a Return Merchandise Authorization (RMA) number and instructions for shipping the item(s) back to us.

4. Refund Processing:

- Once the returned item(s) are received and inspected, we will process your refund.
- Refunds will be issued to the original payment method used for the purchase.
- Please allow up to 30 business days for the refund to appear in your account, depending on your financial institution.

5. Damaged or Defective Items:

- If you receive an item that is damaged or defective, please contact us immediately upon receipt.
- We will arrange for a replacement or issue a full refund without applying the restocking fee.

6. Non-Returnable Items:

- Some products may not be eligible for return due to hygiene reasons, regulatory restrictions, or custom manufacturing processes.
- We will clearly communicate if any items are non-returnable at the time of purchase.

7. Cancellation Policy:

- Orders that have already been shipped cannot be cancelled. Please refer to our return policy for instructions on initiating a return.

8. Contact Us:

- If you have any questions about our returns policy or need assistance with a return, please contact our customer service team at sales@issltd.co.uk

We appreciate your understanding of our returns policy designed to ensure fair and efficient handling of B2B transactions. Thank you for your business.