

Returns Policy

Products purchased through one of our national distributors, please organise return of the product directly with the distributor from whom you purchased the product.

An unwanted product can be returned for a full refund within 14 days of delivery as long as it's still in its original, unopened packaging, in a resalable condition. This returns policy for unopened goods is in addition to your statutory rights.

Separately to the 14 day policy above, and in accordance with your rights when you purchase goods, unwanted items can be returned even if you have opened them for inspection, as long as you let us know within 14 calendar days from the day after delivery. Once you have told us you want to return an item, you should do so without undue delay and not later than 14 days from the day on which you informed us of your decision to cancel the order. You can examine the goods as you would in a shop **but to obtain a full refund you must not start using them, install them or input any data/software. The goods must be returned in 'as new' condition and in their original packaging, which must not be damaged.**

Goods that are returned within the timeframe above, but are either 1) damaged or 2) packaging is damaged or internal packaging is missing, will either 1) not be refunded or 2) be applicable to a 20% processing fee for the re-packing / re-stocking of the product.

Goods that have been 1) assembled, 2) placed in a clinical environment or 3) used, we cannot accept back due to infection control measures.

Returns and exchanges can only be processed with proof of purchase, a seca order number and seca returns form.

Please note that the customer must cover the return costs.

Returns Packaging Guidelines

Please note that it is in the interest of all parties to ensure that any faulty goods being returned to seca are sufficiently packaged to protect against loss and/or damage during transport.

Where we have agreed to collect the goods from you, then our appointed carrier shall be entitled to inspect the quantity, condition and adequacy of the packaging, but it should be noted that it is your responsibility to ensure that sufficient packaging is used to protect the returned goods as stated.

In the event that seca reasonably considers that the goods are damaged during transport due to insufficient or improper protective packaging by you, then seca shall not be liable for any loss and/or damage to those goods and shall be entitled to reject any goods that do not meet the criteria laid out above. If we have cause to reject any goods, then we shall return those goods to you.

Re-calibration / Re-verification Policy

Should a scale be within its warranty period and be found to be weighing inaccurately, therefore needing to be re-calibrated (and for medically approved scales re-verified) by seca technical service. It is apparent that the product has been subject to external force, causing the unit to weigh out of calibration.

The subsequent re-calibration and re-verification of the device is not covered under warranty.

See below for more detailed information regarding warranty.

Warranty Claim Policy

See Terms and Condition of Sale, section 8. Warranties (printed on the reverse of our invoices) & Warranty Policy Document

Warranty Claim Procedure

- customer reports a fault which is within their warranty period
- accessories / moveable parts, e.g. batteries, cables, adapters, battery chargers, electrodes, clips, Bluetooth adapters...90 day warranty as these are not our manufacture
- customer returns the goods with their proof of purchase & returns form for warranty evaluation by seca technical service team (regardless of the price of the unit in question)
- for large items, such as chair scales, wheelchair platform scales, if the customer cannot return, offer them our collection service – price dependant on area
- upon receipt technical service inspect the item
- all warranty repairs / replacements must be authorised by a manager

Date of Purchase

The date of purchase is: 1) the date specified in our records, if you purchased the product directly from us, 2) 30 days after the date on which the product was sold to the dealer from whom you bought the product, as documented in our records.

Warranty Exclusions

This warranty does not cover damage caused by: 1) handling during shipping, 2) use or maintenance contrary to labelled instructions, 3) alteration or repair by anyone not authorised by seca, 4) accidents, 5) product quality seals have been removed and 6) re-calibrations & re-verifications.

Additional Warranty Information

If a product or accessory covered by warranty is determined to be defective because of defective materials, components, or workmanship, and the warranty claim is made within the warranty period described above, seca will, at its discretion, repair or replace the defective product or accessory free of charge. You must obtain a return authorisation from seca to return your product before you send it to seca UK service team for repair, with your proof of purchase.

Contact seca technical service for additional information

Product Return Form

All returns are processed through our ticketing system. Therefore it is mandatory that an email address is supplied below.

Date_____ Your seca contact & order no:_____

Your name, address & contact details:

Telephone	
<u>Email</u>	

Product Details – if the product is faulty please give as much information as possible.

Depending on the condition of the product / packaging, there may be a re-stocking / re-packing processing fee of a minimum of £25 or 20% of order value.

All goods need to be returned in a re-saleable condition with original packaging.

Model	Serial Number	Unique Markings (Asset No. etc) if any
Reason for Return / Detailed Description of Fault / Other Comments		
Please indicate any other items returned i.e. case, patient cables etc		
Model	Serial Number	Unique Markings (Asset No. etc) if any
Reason for Return / Detailed Description of Fault / Other Comments		
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