

	<h2>Returns & Cancellations Policy</h2>	<p>Document: Form OP/01/02 Page: 2 of 2</p>	<p>Version No: 1.0 Issue Date: 11/11/10</p>
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Returns and Cancellations Policy

Please also see ETL's Standard Terms and Conditions of Sale.

The Customer may not cancel orders once accepted by ETL Systems Ltd. ETL Systems may, at its discretion and in writing, allow an order to be cancelled subject to ETL Systems recovering from the Customer the costs incurred by ETL Systems. In the event of part cancellation, ETL Systems may invoice the Customer any difference in selling price per unit applicable to the quantity actually despatched up to the time of cancellation compared to the quantity ordered.

Prior to returning any Goods to the Company for any reason, the Customer must contact the Company to obtain a returns authorisation number ('RMA'). All Goods are returned at the Customer's risk and expense and should be undamaged by the Customer and in their original packaging. The Customer is responsible for returning Goods to the Company and for providing proof of delivery of such return.

The Company operates a 30 day return policy. To be accepted for return on this basis, Goods should be returned for receipt by the Company within 30 days of despatch. The Customer should return the Goods to "The Returns Department, ETL Systems Ltd, Coldwell Radio Station, Madley, Hereford HR2 9NE, England" clearly quoting the Customer's order number and RMA.

Any Goods returned after 30 days as 'unwanted' or 'incorrectly ordered' may be accepted at the discretion of the Company but will be subject to a restocking fee of 30% of the list value of the Goods (subject to a minimum charge of £10).

Any refunds will be made within 28 days of receipt of Goods. Refunds will be made by Bank Transfer.

Goods that consist of software or are specially constructed or contain any of the hazardous substances referred to in Directive 2002/95/EC on the Restriction of the Use of Certain Hazardous Substances in Electrical or Electronic Equipment may not be returned under this Returns and Cancellations Policy. Any Goods which are not in catalogue or are non-stock items may not be returned under this Returns and Cancellations Policy.