



# ***LASER S.O.S LTD***

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## **Laser SOS Limited Returns Policy**

Stage 1 – Request or download a Returns Authorisation Request Form from our website. Customer to complete a Returns Authorisation Request.

Stage 2 – Laser SOS will assign an RMA number to the Returns Authorisation Request. This will be dated, authorised and sent to the customer by fax or email. The RMA number will remain valid for a period of 30 days after issue. Returns will not be accepted should the goods be returned without a valid RMA number.

Stage 3 – Customer to return the goods together with a copy of the authorised Returns Authorisation Request.

Stage 4 – Laser SOS will process the Return and keep the customer informed of progress.

Can we also take this opportunity to reiterate some important issues contained within our terms and conditions.

### **Carriage and Freight**

It is the responsibility of the customer to arrange and pay for freight door to door. It's recommended to have sufficient insurance cover any damages in transit. Laser SOS reserves right to refuse any returned part based on the condition of the part received on the Repair/Exchange. Any additional costs, charges, duties and taxes etc will be re-invoiced to customers account.

### **Warranty**

All standard catalogue items are warranted to meet published specifications and to be free of defects in material and workmanship for a period of one year following delivery, although there are the following exclusions:

- Items damaged as a result of negligence, mishandling or misuse.
- Parts that carry an individual warranty for example lamps whose warranty may be based on usage hours.
- Optics and other consumable products, e.g. Filters, Lenses, Mirrors, Laser Rods, Q-Switches, etc.

Where a warranty claim is found to be invalid, Laser SOS Limited reserve the right to raise an inspection charge.

### **Repair/Exchange**

Advanced replacements are made at the discretion of Laser SOS Limited. Where an advanced replacement is carried out, Laser SOS reserves the right to charge the customer for the repair or replacement should the warranty claim subsequently prove to be invalid.

### **Repair/Re-Build**

Where items are returned for repair or refurbishment, Laser SOS will carry out an investigation and if repair or refurbishment is possible issue a quotation for the work with 21 days of receipt of the goods. All repairs and refurbishments are guaranteed for a period of 90 days following delivery.

It should be noted that Laser rod breakages can occur during refurbishing, and Laser SOS Limited cannot be held responsible for any damage or breakages that occur during these processes.

Laser SOS assumes no liability expressed or implied regarding the structural integrity of laser rods sent to us for re-furbishing.

We will make every effort to carry out repair and refurbishment work, but there may be instances where this is not possible.

Registered Office 88 High Street, Newmarket, Cambs, Registered In England 1849306

ISO 9001 REGISTERED COMPANY Certificate No. 5059

***Where Lasers Matter***