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## RETURNS POLICY

### 1. Introduction & Scope

- (a) This Restocking Returns Policy (Policy), together with the other terms and documents referred to below, sets out the relevant rules, terms and conditions applicable to authorising and return to Wolf Laboratories Limited (referred to below as WOLFLABS, we or us) of goods/products (Goods) purchased from WOLFLABS from trade B2B customers (referred to below as the Customer or you) in circumstances where you do not have a right to reject or return these under the applicable contract terms, for example 'for convenience' returns where you have ordered Goods which are not required. We refer to these returns as Restocking Returns below.
- (b) This Policy does not apply if you have a right to return Goods under the terms of the relevant contract, including defective goods returned under warranty, and this Policy does not affect those rights.
- (c) This Policy operates in conjunction with the contract trading terms pursuant to which the Customer purchases Goods from WOLFLABS, being WOLFLABS's Terms & Conditions of Sale (Trade/business) available on our website at <https://www.wolflabs.co.uk/> (The Supply of Goods). The relevant Trading Terms will set out whether you have a contractual right to return Goods to us.
- (d) This Policy applies only to Goods supplied directly by WOLFLABS to trade (B2B) customers. It does not therefore apply if you purchased the Goods as a consumer.

### 2. Prior authorisation of Returns

- (a) Prior authorisation for Returns is required, which is given by us issuing you with confirmation via email. Goods returned to WOLFLABS without authorisation will be refused.
- (b) You may contact us to obtain prior authorisation for Goods returns by telephoning our customer service team on 01759 301142 or email [customerservice@wolflabs.co.uk](mailto:customerservice@wolflabs.co.uk)
- (c) Exclusions and conditions may apply to returning Goods in certain circumstances (set out below), and whether or not to authorise Restocking Returns is at our discretion.

### 3. Administration Restocking Charge

- (a) You must pay an administration and restocking charge (Restocking Charge) in respect of our handling and administration costs for processing Returns.
- (b) The Restocking Charge for Restocking Returns of Goods which are standard stock items is 20% of our invoiced price payable for the returned Goods (excluding VAT), subject to a minimum of £25 per return consignment.
- (c) Restocking Returns of Goods which are not standard stock items cannot be accepted unless we are able to cancel our corresponding order with our own supplier(s), and on condition that you pay our Restocking Charge together with an additional amount sufficient to cover any administration and restocking charges imposed by our own supplier(s) for return of those Goods.
- (d) We will refund (usually by crediting your account with us) the invoiced price payable for the returned Goods after deducting the applicable Restocking Charge (and any other applicable charges set out in this Policy), once we have inspected the Goods upon receipt to ensure they meet the requirements of this Policy and of the relevant Trading Terms. In the event of any discrepancies, we will notify you as

soon as reasonably possible.

#### 4. New, unused and complete Goods only

(a) Returns must be in an unused, readily re-saleable “as new” condition (including associated Goods packaging and labelling).

(b) Goods must be returned in the packaging in which they were originally delivered, complete with all relevant accessories, certifications and user/operational manuals with which they were supplied.

#### 5. Restocking Returns exclusions

We do not accept Restocking Returns of any Goods:

(a) which have been made or adapted to the Customer's own specification (including where they have been personalised or customised), whether the products or their packaging;

(b) which are of a type or specification which we have discontinued sale of;

(c) which were not purchased by the Customer directly from us;

(d) which are refrigerated or temperature-controlled products;

(e) which have been used, or are damaged, outdated, shelf-worn or defaced, (whether the products or their packaging);

(f) which are chemicals, medical products, reagents or diagnostics, or which are hazardous or sterile; or

(g) which have either expired or which have an expiry date too close for us to re-sell these as new items.

#### 6. Time limit for returning Goods

Restocking Returns must be received by us within 28 days of original delivery of the Goods concerned to the Customer.

#### 7. Decontamination certificate

All returned Goods which comprise equipment must be accompanied by a decontamination certificate in a form reasonably satisfactory to WOLFLABS, or the return will not be accepted.

#### 8. Collection fees

(a) If we have agreed to collect Returns of Goods from your premises, unless we agree in writing with you otherwise we will charge you a collection fee equivalent to our standard delivery charge for the items concerned (in line with our standard rates at that time), in addition to any Restocking Charges for which you are responsible.

(b) In addition to our usual collection fee referred to above, if we have attempted and failed on 2 or more occasions to collect returned Goods from you as arranged, then (save where such failure is our fault) we will also charge you a failed collection fee for each subsequent collection attempt we make (in line with our standard rates at that time).

#### 9. Contact us

If you have any questions, comments and requests regarding this Policy, these should be addressed to our response administrator at Wolf Laboratories Limited, Colenso House, Deans Lane, Pocklington, York, YO42 2PX, or by email using our online ‘Contact Us’ form.