

## **Return & Refund Policy**

**INNO Instrument UK Ltd**  
**Last Update: 30/04/2024**

Thank you for shopping at INNO Instrument UK. We appreciate your business and value you as a customer. We understand that sometimes a product may not be what you expected. This policy outlines the conditions under which goods purchased can be returned or refunded.

### **Return Period**

Products can be returned within 14 days of receipt, subject to the conditions outlined below.

### **Conditions for Returns**

1. Standard Items can be returned within the specified 14-day period if they are unused and in their original packaging.
2. Consumable Items which were used or removed from their original packaging cannot be returned unless they are faulty.
3. Faulty Products: If the product is faulty due to an error on our end, it is eligible for a full refund or replacement. Faults must be reported within the 14-day return period.

### **Refunds**

If a return is approved, we will initiate a refund to your original payment method. We aim to complete all refunds within 10 working days from the receipt of the returned item. The refund can be either full or partial, depending on the agreement at the time of the return request.

### **Non-Refundable Items**

Used items and personalised products that are not faulty cannot be returned and are not eligible for a refund.

### **How to Request a Return**

To initiate a return, please contact us at [uk@innoinstrument.com](mailto:uk@innoinstrument.com) with your order details. Our customer service team will guide you through the process based on the specifics of your order.

**Contact Us:** [uk@innoinstrument.com](mailto:uk@innoinstrument.com)