

IST Returns Policy

1. Definitions

In this policy:

Customer means the purchaser of the Goods.

Goods means any goods (or part of them) purchased from IST.

IST means IST Supplies Limited, a company registered in England and Wales (Company No. 1146067).

IST Group means IST, its Holding Company, Subsidiaries, and any subsidiaries of its Holding Company from time to time.

Holding Company and Subsidiary have the meanings given under Section 1159 of the Companies Act 2006.

Manufacturer means the person or company that makes or supplies the goods for sale and supply to **IST**

2. Goods Returned Under Warranty

2.1 Warranty Period

The applicable warranty period is the period provided by the manufacturer of the Goods.

2.2 Eligible Warranty Returns

Faulty or damaged Goods may be returned during the warranty period, subject to the return process in Section 3, unless:

- The Customer continues to use the Goods after reporting the issue.
- The fault is caused by incorrect storage, installation, use, maintenance, or failure to follow instructions.
- The Goods have been altered, modified, or repaired by the Customer.
- The issue is caused by normal wear and tear, misuse, negligence, damage, or unsuitable working conditions.
- The Goods differ from their description due to changes required to meet legal or regulatory requirements.

3. Warranty Return Process

To return Goods under warranty, the Customer must:

3.1.1

Notify IST by email at returns@istsupplies.com within 5 business days of discovering the fault or damage and within the warranty period. A completed IST returns form is required for all returns. [Download IST Returns Form here.](#)

3.1.2

Allow IST reasonable opportunity to inspect the Goods and confirm the warranty position with the manufacturer.

3.1.3

If requested by IST, return the Goods to IST's premises at the Customer's cost.

Following assessment, IST may:

- Repair the Goods;
- Replace the Goods; or
- Refund the price paid for the defective Goods.

3.2 Advance Replacement

IST may, at its discretion, provide **replacement Goods** before the returned Goods have been assessed.

If the returned Goods are found not to be covered under warranty:

- IST will invoice the Customer for the replacement Goods; and
- The Customer must pay for the replacement Goods and any delivery charges in accordance with their agreed trading terms.

3.3

Except as stated in this policy, IST accepts no further liability for Goods found to be faulty or damaged under warranty.

3.4

This policy also applies to any repaired or replacement Goods supplied by IST.

4. Returns Where Goods Are No Longer Required

Goods may be returned if they are no longer required, provided:

- They were delivered within the previous 3 months.
- They are returned in their original packaging and have not been altered or damaged.
- They are unused and in an “as new” condition.
- The return process in Section 5 is followed.
- The manufacturer accepts the return where applicable.

A completed IST returns form must be completed by the customer and an approved RMA number must be obtained before Goods are returned.

IST will inspect all returned Goods and confirm whether the return is accepted.

4.4 Refunds and Handling Charges

Any refund issued will be reduced by a handling fee, calculated as the higher of:

- 25% of the original purchase price; or
- The manufacturer’s handling charge plus any costs incurred by IST in returning the Goods to the manufacturer.

4.5 Bespoke and Made-to-Order Goods

Goods made specifically to the Customer’s requirements are subject to the manufacturer’s cancellation and returns policy.

Goods that IST or the manufacturer will not restock are subject to the supplier/manufacturer’s returns policy and cannot be accepted outside those terms.

5. General Returns Procedure

Where a return is approved, the Customer must:

1. Email returns@istsupplies.com and complete an IST returns form to request an RMA number.
2. Return the Goods to IST with the following information included:
 - Customer name and address;
 - IST order reference;
 - RMA number.

Returned Goods must arrive at IST's warehouse within **21 days** of the RMA number being issued.

IST Warehouse Address for returns:

Unit A2 Cyril Vokins Road, Newbury, RG14 5XB

6. Cancellation Policy

Customers may cancel an order before shipment or dispatch but will be responsible for any costs incurred.

Costs may include:

- Manufacturer restocking charges for non-stock items;
- Manufacturer cancellation charges for non-stock items.

For bespoke or made-to-order Goods, the manufacturer's cancellation and returns policy will apply.