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Policy for the Return of Products to Endecotts.

At Endecotts we receive packages from around the globe. These contain items which have been used in various environments ranging from commercial diamonds and the food industry to pharmaceuticals and research. Many of the materials coming into contact with our products are therefore potentially hazardous, not only directly to our employees but also by cross contamination to other products manufactured by or returned to us.

This policy document has been prepared to ensure that items returned to Endecotts can be attended to promptly, through appropriate levels of due diligence, without exposing our employees and work environment to avoidable risks.

This policy applies to ALL GOODS returned to Endecotts, whether sieves for re-inspection, faulty or oversupplied items, test samples, machine repairs, etc:

- ◆ Used items must be suitably cleaned. Please be aware that we do not carry out any cleaning function as part of our sieve re-inspection service and soiling may adversely affect the inspection results.
Soiled sieves will not be re-inspected if they risk damaging our apparatus.
- ◆ Returned items must be accompanied by a suitable Safety Declaration identifying the materials which have been in contact with them, including cleaning agents, so that we can assess the risks.
Endecotts has a standard form for this, the use of which is preferred.
- ◆ We may request Material Safety Data Sheets (MSDS) if we need further information to assist in our assessment of the risk.
- ◆ Endecotts reserve the right to decline to handle items where an unacceptable level of risk is identified – for instance (but not limited to) explosive substances or materials which are subject to type specific (EU/UK) safety legislation (e.g. radio-active and asbestos).
If in doubt please ask us.
- ◆ All documentation accompanying items being sent to us must be attached to the outside of the package, in a suitable envelope. Please include clear identification of the contents, indicating the reason for return. Our risk assessment can then be conducted without exposure to potential hazards.

Thank you for your cooperation.

Should you have any query relating to this policy, or to obtain a Safety Declaration form, please contact us to discuss the matter.