

Terms & Conditions



Prices

- All prices quoted are subject to the addition of VAT.
- Carriage/Insurance is an additional charge.
- Platts & Nisbett reserve the right to amend prices at any time if deemed necessary.

Payment Terms

- Where goods are supplied on credit the payment terms are strictly 30 days from invoice date unless otherwise agreed between Platts & Nisbett Ltd and the Customer.
- Where payment is not made by the due date Platts & Nisbett Ltd reserve the right not to carry out further work and withhold supply until payment has been received.
- Platts & Nisbett reserve the right to withdraw credit facilities at any time.
- All goods remain the property of Platts & Nisbett Ltd until payment has been received in full.

Warranty

- All instruments supplied by Platts & Nisbett Ltd are guaranteed to be free from defects in workmanship and materials. In the unlikely event that any instrument is found to be unsatisfactory in normal use within 5 years of purchase it will be refurbished or replaced free of charge.
- This guarantee will not cover products which have become defective through misuse, neglect or poor quality repair by other companies.

Returns Policy

- To ensure safe handling any returned items must be accompanied by an appropriate decontamination certificate, or written confirmation that the instrument has not been used clinically.
- The product Lot Number must be quoted with all returns for traceability purposes.
- Products are only supplied on a sale or return basis by prior arrangement. Where this is the case the time frame for return will be specified.
- With the exception of goods supplied on a sale or return basis, any other goods returned and accepted for credit will be subject to a pre arranged handling charge.
- Products can not be returned without prior arrangement.

Repair Service

- Platts & Nisbett offer a repair/refurbishment service for the category of products which we supply, which may include products not originally manufactured by us.
- Platts & Nisbett Ltd can not be held responsible for damage which may occur during the repair process.
- Platts and Nisbett Ltd are unable to guarantee repaired products which have not originally been manufactured by us.