MSS Returns Policy

Goods will only be accepted for return within 28 calendar days of purchase.

Customer **must** obtain **prior approval** from Medical School Stores (MSS) to return items to stock. Please complete a decontamination certificate and submit to Stores via e-mail at [medical-school-stores@nottingham.ac.uk](mailto:medical-school-stores@nottingham.ac.uk) or via hard copy at the counter (please do not bring goods at this time).

If **provisional** approval is given:

* Electronic submissions: Sign a copy of the certificate and bring to Stores with the goods.
* Hard copy submissions: Bring the goods to Stores for final approval.

Return of laboratory chemicals and refrigerated/frozen items will not generally be accepted, unless it is as a result of MSS error. Return of non-catalogue items will be subject to the return conditions of our supplier, which may include a restocking charge (usually 15-20%).

Items must be unused and in original packaging and in a re-saleable condition (unmarked, labelling not defaced, etc.).

The customer is responsible for ensuring that returned goods are free from biological and chemical hazard. **Completion of the decontamination certificate must not be taken lightly**; it is extremely important that the facts provided are entirely true and complete. MSS reserves the right to refuse any goods which are deemed to present a hazard to staff members.

Final acceptance of goods will be subject to satisfactory inspection of the returned goods by MSS.

Returns will not generally be subject to a restocking fee, subject to the exception concerning non-catalogue items above.

Records of returns will be retained and reviewed by Stores to help inform any process changes.