

ASRP - Revised 3/2/2020

EXEMPTED PRODUCTS FROM RETURN

As per shipment policy on Antistat.co.uk ecommerce website, certain product items and categories by their nature are exempt from the 28-day return policy; these include bulky items which are expensive to ship or are deemed perishable after a defined period kept outside of our storage facility.

Antistat will not accept the return under the 28-day return policy of any goods that have had their manufacturers / suppliers warranty or registration invoked.

Antistat will deem such registration by the customer as acceptance of the Goods. Where unwanted goods are returned to Antistat after the expiry of the 28-day return period but within a reasonable period of time Antistat reserves the right to levy a handling charge.

A charge of 20% of the invoice value of the goods returned, with a minimum charge of £10 will be levied on goods, which are not defective.

These items are:

Antistatic Finger Cots
ESD Mats
Jedec/Waffle Trays
Service & Workstation Kits

Antistatic Mats:
Interlocking ESD Floor Tiles
Anti Static Mat – 2 Layer, Textured
Antistatic Contamination Control Mats
Antistatic Mat – 3 Layer, Smooth
Antistatic Mat – Rubber, Textured Finish
Black Conductive Mat
ESD Bench Mat – 2 Layer, Textured Finish
ESD Bench Mat – Textured Finish
ESD Bench Mat 2 Layer – Smooth Finish
Floor Matting Anti-Slip

Portable Cleanroom Tent
All Desiccants
Humidity Indicator Cards

Please in the first instance, speak to your account manager to resolve any returns after the stated duration, if any of our products are sub-standard or faulty, of course we will replace faulty items.

All returns agreed must be returned with the relevant RMA number.

European HQ Antistat UK & Integrity Cleanroom

Integrity House, Easlea Road,
Bury St. Edmunds IP32 7BY UK
T: +44 (0)1473 836 200
E: sales@antistat.co.uk
W: antistat.co.uk

Ant Group is a trading division of ESD Control Centre Ltd.
Registered Address: Integrity House, Easlea Road,
Bury St Edmunds, Suffolk, IP32 7BY, UK.

North American HQ Antistat Inc & Integrity Cleanroom

1000 Heritage Center Circle
Round Rock, Texas 78664 USA
T: +1 512-580-4220
E: sales@antistat.com
W: antistat.com

ANTISTAT Inc, 1000 Heritage Center Circle,
Round Rock, Texas 78664 USA
Registered No. 2526954, VAT Number: GB787446965



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