



AQMesh returns policy

The AQMesh returns policy outlines the requirements returning any AQMesh products to Environmental Instruments Ltd. This returns policy is for advice only. Please refer to supplement B in the Environmental Instruments Ltd terms and conditions of sale for the legal conditions surrounding the return of goods.

Accepted reasons for return

- Damage in transit
- Under warranty
- For investigation and repair
- End of trial/demo/rental period
- Upgrading/trading in equipment
- For calibration/testing

How to return goods

Goods must not be returned without prior authorisation from Environmental Instruments Ltd, and should always be done so via the authorised distributor from which the equipment was supplied. Please contact the distributor in the first instance to arrange any returns. If goods have been supplied directly from Environmental Instruments Ltd, please contact info@aqmesh.com for further assistance.

No goods will be accepted without a Returns Authorisation Number (RAN). This should be requested using the RAN request form on www.aqmesh.com/returns. This form should only be completed by authorised AQMesh distributors, or by an employee of Environmental Instruments Ltd in relation to goods supplied directly.

Cost of returns

Goods are returned to Environmental Instruments Ltd at users' own cost. Environmental instruments Ltd may charge for any investigative or repair work carried out should no fault be found or if the fault is because of misuse of the product.

More information

If you require more information about AQMesh returns please contact info@aqmesh.com.