

RETURN POLICY

School Laboratory Distributors Limited

1. General Policy

At School Laboratory Distributors Limited, we supply laboratory equipment, chemicals, and educational materials to schools and institutions across Kenya. We are committed to quality and compliance with applicable laws including the Consumer Protection Act (Kenya) and Kenya Revenue Authority (KRA) regulations.

2. Eligibility for Returns

Goods may be returned under the following conditions:

- Request made within 7 days of delivery (institutions may be allowed up to 14 days upon agreement)
- Items are unused, unopened, and in original packaging
- Return is accompanied by a valid tax invoice (ETIMS compliant)
- Goods are in resalable condition

3. Non-Returnable Items

Due to safety, regulatory, and quality control reasons, the following cannot be returned:

- Chemicals, reagents, and laboratory consumables once delivered
- Opened sterile items or biological materials
- Custom-made or special-order equipment
- Goods damaged due to mishandling by the customer
- Items returned without proper documentation

4. Damaged, Defective, or Incorrect Deliveries

If you receive damaged goods, defective equipment, or incorrect items, you must notify us within 48 hours of delivery. We will replace the item at no cost or issue a credit note or refund where applicable.

5. Return Process

To initiate a return:

1. Contact us via email or phone within the allowed period
2. Provide invoice number, description of issue, and supporting photos (if applicable)
3. Await return authorization
4. Deliver or ship the item to our premises

Note: Unauthorized returns will not be accepted.

6. Refunds and Credit Notes (KRA Compliance)

Refunds will be processed within 7–14 working days after inspection. Refunds will be issued via the original payment method. Where required under KRA regulations, a credit note will be issued through ETIMS. Refunds will only be processed upon return of goods and valid documentation.

7. Return Shipping Costs

Customer bears return transport costs unless the item was defective or the wrong item was supplied. We may arrange collection for bulk institutional clients upon agreement.

8. Exchanges

Exchanges are only allowed for defective or incorrectly supplied goods, subject to stock availability.

9. Inspection & Acceptance

All returned goods will be inspected before approval. Items not meeting return conditions will be rejected. Customer may be required to collect rejected items at their own cost.

10. Limitation of Liability

School Laboratory Distributors Limited shall not be liable for improper use of laboratory equipment or chemicals, failure to follow safety instructions, or any indirect or consequential damages.

11. Contact Information

School Laboratory Distributors Limited

Email: info@schoollabdistributors.co.ke

Phone: +254 724 312 840

Address: Ambank House, University Way / Utalii Lane, Nairobi