

When returning goods to Hiden Analytical Limited in the UK., please follow these shipping procedures. Failure to do this could result in significant delay and/or possible cost penalties or taxes:-

A) Goods returned for repair

Goods returned for repair, which will subsequently be shipped back to you, must have a declaration in your documentation as follows:

"Goods of UK manufacture, temporarily returned to the UK for repair."

B) Goods returned permanently.

This includes return of replaced items or loaned equipment.

Each shipment must have a declaration in your documentation as follows:

"Goods of UK manufacture, returned to the UK."

NOTE:- When returning used probes or other process equipment, you MUST supply information about possible chemical contamination on an attached form - see:- <http://www.hidenanalytical.com/service/returns.html>.

Where equipment is returned by airfreight, please instruct your Carrier to clear the goods through our clearing Agent, **Hellman International Limited**.
see:- <http://www.hidenanalytical.com/contact>.

For returns by Courier services such as **DHL, Federal Express, UPS**, and similar companies, please request the Courier to **contact Hiden Analytical Limited** before clearance.
see:- <http://www.hidenanalytical.com/contact>.

NOTE:- The equipment should be insured **by the owner (you)** for full replacement value for delivery to and return from Hiden Analytical Limited.