



## **B2B Refund Policy for Special Order 3D Printers**

### 1. Policy Overview

This refund policy outlines the terms and conditions under which Foothealth UK Ltd will accept returns and issue refunds for special order 3D printers sold to business customers in the UK. Our goal is to ensure customer satisfaction while maintaining fair business practices and compliance with UK regulations.

### 2. Eligibility for Refunds

Refunds for special order 3D printers are available under the following conditions:

The 3D printer is returned within 14 days of the delivery date is in its original packaging, unused, and in resalable condition.

Consumables in Annex A and Filaments in its original packaging, unused, and in resalable condition

The refund eligibility is subject to our discretion and approval, given the special-order nature of the product.

### 3. Non-Refundable Items

Special order 3D printers that have been used or are not in resalable condition.

Consumable items (e.g., filaments, nozzles) if the packaging is opened.

3D printers damaged due to misuse, neglect, or unauthorized modifications.

### 4. Return Process

**Package the Printer:** Securely pack the 3D printer in its original packaging, including all accessories, manuals, and components.

**Shipping:** Ship the printer back to us using a traceable shipping method. The customer is responsible for return shipping costs.

**Inspection:** Once we receive the returned printer, it will be inspected to ensure it meets the return criteria.

**Refund Issuance:** If the printer passes inspection, a refund will be processed within 10 business days. Refunds will be issued to the original payment method, minus applicable fees.

### 5. Restocking Fee

A restocking fee of 20% will be deducted from the refund amount for returns that are not due to an error on our part.

Foothealth UK Ltd, Unit 6 Thorpe Close, Banbury OX16 4SW

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Company number: 06679079

## 6. Defective or Damaged Items

If the 3D printer arrives defective or is damaged during shipping, please contact our customer service immediately.

We will provide instructions for returning the defective printer and will cover return shipping costs.

Upon receipt and verification of the defect or damage, we will ship a replacement printer or issue a full refund.

For any 3D Printer delivered by a member of Foothealth UK Ltd. Inspection will be carried out upon delivery and signed off by customer to confirm no defects or damage of goods.

## 7. Warranty Claims

Warranty claims are handled separately from the refund policy. Please refer to our warranty policy for details on coverage and claims procedures.

## 8. Limitation of Liability

**Indirect or Consequential Damages:** Foothealth UK Ltd shall not be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with the use or performance of the 3D printer, even if we have been advised of the possibility of such damages.

**Maximum Liability:** Our maximum liability under this refund policy, for any reason and upon any cause of action, shall be limited to the amount paid for the 3D printer giving rise to the liability.

**Customer's Responsibility:** The customer is responsible for proper use, handling, and maintenance of the 3D printer. We are not liable for damages resulting from misuse, neglect, unauthorized modifications, or improper operation.

**Inspection and Acceptance:** It is the customer's responsibility to inspect the 3D printer upon receipt. Any claims for missing or damaged items must be reported within 5 business days of delivery.

## 9. Compliance with UK Regulations

This policy complies with the Consumer Rights Act 2015 and other relevant UK legislation for B2B transactions. However, it is important to note that special order items may have different terms under these laws, and our policy reflects those differences.

## 10. Contact Information

For requests, warranty claims, or any questions regarding our refund policy, please contact:

Foothealth UK Ltd

Customer Service Department

[info@foothealthorthotics.co.uk](mailto:info@foothealthorthotics.co.uk)

0044 (0) 1295 256 252