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Astec Returns Policy

December 2025

In-Transit Damage, Faulty Goods, Shortages, Discrepancies & Returns Policy

The purchaser shall inspect and test goods on receipt where possible. Any damage should immediately be reported to Astec Assistive Technology Solutions Ltd, and the Carrier, noting any shipping / reference numbers etc.
Astec shall not be responsible for damaged goods unless they have been reported within 24 hours of receipt.

Any shortages or discrepancies should be reported to Astec within 14 days of receipt.

Goods not damaged in transit but becoming faulty within 14 days of receipt should be reported to Astec when arrangements for replacement, repair, or refund will be made.

Faulty or damaged goods must have been received at Astec in a complete condition and in their original packing before any action will be taken by Astec to address the situation, unless specific arrangements to the contrary have been made with Astec.

Returned goods which are, upon inspection, found to be in full working order, are not accepted for return, and will be immediately returned to sender.

For goods which become faulty after 14 days, Purchasers should contact the manufacturers whose warranty terms are published on the Astec / manufacturers website.
Alternatively, please ask for a copy of manufacturer's warranty terms direct from Astec.

Astec reserves the right to apply a re-stocking charge of up to 25% if goods are returned incomplete, without the original packing, or as not required / incorrectly ordered. Always keep the original packaging for at least 14 days.

Credit/Refund

No goods may be returned for credit or refund unless agreed by Astec in writing and any credit, if granted (at the sole discretion of Astec), may be subject to the deduction of handling charges and to adjustment depending on the condition of the goods returned.

Returned goods which are, upon inspection, found to be in full working order cannot be accepted for return, and will be immediately returned to sender. The responsibility for damage to returned goods during transit lies with the purchaser unless the carrier transporting the goods has been appointed by Astec.
No Credits or Refunds will be considered until Astec have received the goods.

Registered in England and Wales. No. 08107222

Liability

All shipping dates are approximate and Astec Assistive Technology Solutions Ltd shall not be liable for delays caused beyond their reasonable control. Astec shall not be liable for, and the Purchaser shall indemnify Astec against any claim for loss or damage caused by goods supplied by Astec whilst in the possession of the Purchaser including any third-party claims.

Astec does not accept responsibility for the specific purposes in which the goods are applied including, but not limited to, compatibility with other equipment.
Specifications published on the Web Site or in printed matter supplied by Astec, or spoken by a representative or agent of Astec concerning any use or application of any goods supplied by Astec under this contract is believed to be reliable but Astec makes no warranty expressed or implied in regard thereto nor does Astec in any way represent the results which may be obtained by integrating its goods with goods supplied by other manufacturers or companies.

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