

Minim Healthcare Product Repairs and Servicing Terms and Conditions

Minim Healthcare Ltd are the exclusive UK distributors for a number of manufacturers whose specialised, technical products may, from time to time, require manufacturer inspection, servicing, repair or replacement. Instructions for use for some products recommend or require periodic inspection by the manufacturer and/or their authorised agent.

Our Policy

Whilst we endeavour to advise our customers carefully to avoid needless inspections or returning an item to the manufacturer that is beyond repair, occasionally we accept that our customers may wish only to have an item inspected and then to have it returned to them or, an item may be inspected and the customer decides not to have it returned to them if, for example, it is beyond economical repair.

For Products Under Warranty

Where an item is under warranty, such inspections and the shipping entailed is free of charge - typically, any repairs required are also performed free of charge too. Conditions of the warranty can be provided on request for a particular product or range. Inspections and repairs are carried out under warranty at the absolute discretion of both the manufacturer and by Minim Healthcare Ltd.

For Products Out of Warranty

Where a product is not under warranty, Minim Healthcare will apply a fee for such inspections / disposal which incorporates the shipping to and from the manufacturer's facility, labour and/or disposal costs. Items are to be returned to Minim Healthcare in Newbury at the customer's cost using their preferred shipping method. Minim Healthcare takes no responsibility for damage to or loss of items during transit from the customer to Minim Healthcare prior to manufacturer's inspection.

Our Fees

Inspection only	item returned to the customer	£350.00 excl. V.A.T.
Inspection and disposal	item not returned to the customer	£225.00 excl. V.A.T.

Our customers accept that by returning their item to be sent to the manufacturer for inspection, a fee may be applicable where the item is not repaired and either returned or carefully disposed of.

Repair and Servicing

These fees only apply where a repair or replacement is not effected. If a repair is recommended, we will supply our customers with a quotation for the repair with a full explanation of what is required. Inspection and shipping charges are incorporated into the quoted repair fee in this case. A Purchase Order from the Hospital or Trust is required to authorise such work to go ahead. Our manufacturing partners cannot hold on to unrepaired products pending authorisation from our customers indefinitely. We will advise our customers of the relevant timeframe within which authorisation needs to be given.

If no authorisation is given for recommended repair or servicing work, the item may be returned to the customer unrepaired and inspection and shipping charges will still apply.