

Returns Policy



We don't accept returns unless a Return Authorisation Number is accompanying the return (this is a number SR-xxxx).

Items that have been in contact with chemicals should be decontaminated before sending. If an item appears to be contaminated PCS will not touch it until PCS has received a statement of the chemical and an MSDs for the chemical.

We do not accept return for credit on unwanted items with a value under \$200.

We do not refund on freight costs, special scales etc.

The following is applicable to returns with a value over \$200

For Stocked Product

- Return in exchange for replacement goods supplied to us of similar or greater value (ie swap of product due to incorrect selection) --> Full Credit less any refurbishing costs (includes cost to refurbish documentation and packaging). Credit does not include freight costs or any customisations such as special scales.

- Return of goods without replacement items --> 70% Credit less any refurbishing costs (includes cost to refurbish documentation and packaging).

Non-Stocked Product that is a standard configuration

- Value under \$1,000 --> 50% to 80% Credit less any refurbishing costs (includes cost to refurbish documentation and packaging).

Actual amount depends on the nature of the item and the potential for resale.

- Value over \$1,000 --> Negotiated Credit less any refurbishing costs (includes cost to refurbish documentation and packaging).

Actual amount depends on the nature of the item and the potential for resale or the cost and possibility for return to the factory.

Customised (made to order) Product

To be negotiated but customised product is rarely acceptable for return.