

Returns Policy

Version 2026/2027

In any communication related to returns the buyer must communicate to Z10 Safety Ltd in written stating the following:

Order Number
Invoice Number
Date of purchase
Product Code
Quantity
Reason

Please contact Z10 Safety Ltd on enquire@z10safety.com or on 020 8004 8551 for advice. After written communication is received, Z10 Safety Ltd will investigate the case* and refer back to the Buyer as soon as possible. Good/s returned within the warranty period will be repaired or replaced, and a credit note or a refund will be issued if applicable.

Z10 Safety Ltd T&C apply

***Cases where Returns policy applies:**

DELIVERIES

The Buyer shall carry out a thorough inspection of the Goods and report any damaged good/s or non-delivered good/s in written to Z10 Safety Ltd within 5 days after completion of delivery. Damaged good/s must be returned unless advised otherwise.

NON-COMPLIANCE GOODS

The Buyer shall report in written to Z10 Safety Ltd, within the applicable warranty period set out in the Warranty Policy, any faulty good/s or good/s that fail to correspond with the agreed specification as soon as possible. The faulty or non-compliance good/s must be returned unless advised otherwise.

GOODS NO LONGER REQUIRED

The Buyer shall report in written to Z10 Safety Ltd within 30 days after completion of delivery or collection date if any good/s is not required any longer. Good/s must be in their original packaging along with accessories/parts (if applicable) and user guide. Z10 Safety Ltd reserves the right to charge a handling charge. Arrangements will be made to exchange, credit or issue a refund.