

# Quicktest

**For the returns note, scroll down  
(or just print this document, it's only three pages)**

**We strongly recommend that you telephone or email first  
since most faults can be fixed over the telephone / email:  
telephone 01923 220206 or email [info@quicktest.co.uk](mailto:info@quicktest.co.uk)**

## TIPS

### **No Instructions?**

Some items do not have instruction manuals. However, there is lots of useful information on our website. Visit [www.quicktest.co.uk](http://www.quicktest.co.uk) and select a heading from the section *INFORMATION* on the home page. There are over 50 articles, e.g. *how UV light works; troubleshooting diamond testers; weighing machines and how to calibrate them; styles of jewellers' pliers; magnifiers and magnification; gold testers compared.*

### **Wrong magnification?**

Eyeglasses are often marked with a number that is *not* the magnification, it is the working distance (focal length) in inches. For those with *normal* vision the conversions are (approximately):

1 = 10X    1.5 = 7X    2 = 5X    2.5 = 4X    3 = 3.3X (we say "3.5X")    3½ = 2.8X (we say "3X")    4 = 2.5X

### **UV light doesn't light up?**

If it doesn't appear to work it is almost certainly because you are using it in bright daylight which is 'flooding out' the UV light (just the same as using an ordinary torch in daylight, but more so), or because you have inserted the batteries the wrong way round, or because the rechargeable battery is not fully charged.

## RETURNS NOTE

### REASON FOR RETURN

See our email correspondence  
(no other explanation is required)

Email

**OR** (please explain):

Order No. (from the web order)  
or our invoice / acknowledgement No.

Your name and postcode

### ACTION REQUIRED

Refund

Credit

Send correct / alternative item

- please explain:

**OUR ADDRESS.** If using Royal Mail: *Quicktest, PO Box 180, Watford, WD19 5JD.*

or if you are not sending it by Royal Mail:

*Quicktest, Park House, 15-19 Greenhill Crescent, Watford Business Park, Watford, WD18 8PH.*

**REFUNDS OF POSTAGE.** Postage is refundable if the goods are faulty or we have made a mistake.

If returning low-value items (less than £50.00) please contact us so that we can advise on the best method of posting: 01923 220206 or [info@quicktest.co.uk](mailto:info@quicktest.co.uk).

# RETURNS POLICY FOR RETAIL ORDERS (UK)

You may return any item bought retail by mail (distance selling) for refund, credit or exchange.

“Distance selling” means you have not seen the item in person, e.g. at our office or exhibition stand.

Unsuitable items must be returned in two weeks. This time is counted from the day after you sign for the parcel (or four working days for a non-signed-for service) to the day you post it back.

New items must be returned in re-saleable condition: accessories intact, any display box undamaged (not torn or marked with pen or tape); if the item looks in any way used, £5.00 or 10% (whichever is the greater) will be deducted from any refund / credit. This is not because we want to make a profit on returns, it is because we cannot resell them at the full price unless they are ‘as new’.

## Exclusions

You may not return consumables once opened (e.g. oils, cleaners, PPE).

You may not return acids (you need to be approved by a courier to use their *chemical service*).

You may not return *special orders* (items we do not advertise, or which are customised for you).

You may not return a bulk order of goods which we ordered or manufactured especially for you.

## Refunds, credits or alternative items

This is your choice, tell us which you prefer, a refund, replacement or alternative item. But please do remember to tell us, otherwise we won't know what to do. Credit notes are valid for two years.

## Postage

**If you return the order because you don't like it** the refund (or credit if you prefer) will not include any postage that you have paid. However, if you request an alternative item, it will be sent postage-free.

**If you return an item because it is faulty, or because of a mistake on our part, and ask for a replacement** we will automatically include, in the parcel, a free gift worth more than your postage. If you prefer a refund for the postage, it can be arranged, but this will cause delay of at least a week. A free gift is better value for you, less work for us, and can be processed quickly.

**If you return an item because it is faulty, or because of a mistake on our part, and ask for a refund** the refund will include your original postage (if you have returned all of the order) plus the exact amount of postage you paid to return it – *but for low-value items you MUST ask us about the best posting method, e.g. if you spend £7. on postage for a £5. item, we will not refund £7 !*

If the refund is small, you may prefer to leave it as a credit on your account (most trade customers prefer this to spending time and paperwork processing tiny amounts of money).

