



SLP (UK) LIMITED
LIGHTING & CEILING COMPONENTS

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SLP (UK) LTD Return Policy

Returns

We do not accept returns or exchanges unless the item you purchased is defective. If you receive a defective item, please contact us at +44 (0)1296 428822 with details of the product and the defect. You can send the item you consider defective to:

Unit 11, Faraday Road, Raban's Lane Ind Est, Aylesbury, Bucks, HP19 8RY, UK

Upon receipt of the returned product, we will fully examine it and notify you via e-mail or telephone, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.

Shipping

Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to hardware during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping

SLP (UK) Ltd, Unit 11 Faraday Road, Rabans Lane Industrial Estate, Aylesbury HP19 8RY
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Product Tolerances

All SLP (UK) LTD products are supplied from an external manufacturer; these supplies provide technical data on all products SLP (UK) LTD sell. SLP (UK) LTD would like to emphasise the plastic products supplied have many variable attributes, which can cause a change in appearance, thickness & light transmission between productions of plastic panels. They can also alternative in the same production process. This is due to the resin compound which SLP (UK) LTD plastic sheets are produced from, and the manufacturing process. SLP (UK) LTD would like to supply tolerances of their plastic products, but these are **not** guidelines only recommendations.

Product	Thickness Tolerance	Light Transmission Tolerance	Colour Variation Tolerances
Microprism Range			
P42 Microprism Acrylic 2.5mm TP(b)	-5%/+3%	92% (+/-)	+ 3 / - 3
P43 Microprism Acrylic 2.5mm TP(b)	-5%/+3%	92% (+/-)	+ 3 / - 3
P42 Microprism Acrylic 3.0mm TP(b)	-5%/+3%	92% (+/-)	+ 3 / - 3
P43 Microprism Acrylic 3.0mm TP(b)	-5%/+3%	92% (+/-)	+ 3 / - 3
P42 Microprism FireluxUV 3.0mm TP(a)	-5%/+3%	86% (+/-)	+ 3 / - 3
P43 Microprism FireluxUV 3.0mm TP(a)	-5%/+3%	86% (+/-)	+ 3 / - 3
LED Range (PMMA)			
P44 Nanoprism (PMMA) TP(b)	+10%	89% (+/-)	N/A
U33 Satine system (PMMA) TP(b)	+5%	80% + (+/-)	+ 3 / - 3
2mm Opal Frost Acrylic TP(b)	-5%/+3%	75% + (+/-)	+ 3 / - 3
3mm Opal Frost Acrylic TP (b)	-5%/+3%	70% + (+/-)	+ 3 / - 3
2mm Polycarbonate Arrowlite TP(a)	+3 mm	81% (+/-)	+ 3 / - 3
3mm Polycarbonate Arrowlite TP(a)	+3 mm	77% (+/-)	+ 3 / - 3
Prismatic Range (P12, P25)			
P12 Acrylic TP(b)	-5%/+3%	92% (+/-)	N/A
P12 Polycarbonate TP(a)	-5%/+3%	87% (+/-)	N/A
P12 Polystyrene TP(b)	+5%	89% (+/-)	N/A
P12 Firelux UV TP(a)	-5%/+3%	89% (+/-)	N/A
P25 Thin Acrylic TP(b)	+10%	Available on Request	N/A
P25 Thick Acrylic TP(b)	+10%	Available on Request	N/A
Product	Thickness Tolerance	Light Transmission Tolerance	Colour Variation Tolerances
Smooth Sheet			
Acrylic TP(b)	-5%/+3%	Available on Request	N/A
Cast Acrylic TP(b)	-5%/+3%	Available on Request	N/A
Polycarbonate TP(a)	-5%/+3%	Available on Request	N/A
Firelux UV TP(a)	-5%/+3%	Available on Request	N/A
Flexilens			
0.5 Acrylic Flexilens (PMMA) TP(b)	+3%	74 + (+/-)	+ 3 / - 3
0.25 PET UV Flexilens TP(a)	+3%	70 + (+/-)	+ 3 / - 3