

John Weiss Surgical Instruments - Our Commitment to Quality

John Weiss surgical instruments are manufactured and hand-crafted to the highest quality by a team of skilled, expert instrument makers. All the materials used conform to British, European, and international standards.

Our commitment to quality is demonstrated by ISO 13485, UKCA certification and FDA registration.

Warranty

John Weiss reusable instruments are guaranteed against defects in materials and workmanship for seven years from date of purchase. We will replace or repair any instrument proven to be defective, provided it has been used solely for the purpose for which it was designed and reprocessed in accordance with our validated sterilisation instructions.

Returns/Exchange policy

Should you wish to return instrument orders for exchange, contact our Customer Service Department for a return's authorisation reference. An exchange will only be considered if returned instruments are in their original condition and packaging, unused, and have not been through any decontamination or sterilisation process. Returned goods will be subject to full quality control and inspection.



Dean Johnson
Managing Director
Haag-Streit UK

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