

## Returns Form

### Returns Address

Returns Dept, West Park,  
Brackenbeck Road,  
Lidget Green, Bradford,  
BD7 2LW  
Telephone 01274 88 55 44

### How can I make a return?

If you require assistance with arranging a return, please call Customer Services on 01274 88 55 44 who will be happy to advise (Mon - Fri, 8:30am - 5:30pm).

### Damaged / Faulty Goods / Pharmaceuticals

Please call Customer Services on 01274 88 55 44

### Please remember:

All unwanted goods must be returned unused and unmarked within 30 days from the original date of purchase.

All returned goods must be in the original manufacturer's packaging and/or box, protected with additional outer wrapping (i.e. poly bag or similar) to ensure the item remains in a resaleable condition.

### CAUTION

All Handpieces and Failed Implants **MUST** be sterilised and returned in a sterilisation pouch.

Please note it is **illegal** to send **contaminated items** via a courier or through the postal system - ensure all contaminated items are sterilised before returning. **Pharmaceutical items** are non-returnable without prior authorisation. **Human Tissue** is non-returnable under any circumstances.

ACCOUNT CODE	CUSTOMER NAME	ADDRESS

PRODUCT CODE	QTY	DESCRIPTION	INVOICE NUMBER	REASON CODE

### Reason for Return

- 1 - Ordered in error by Practice
- 2 - Incorrect item received
- 3 - Duplicated order
- 4 - Received damaged
- 5 - Short dated / out of date
- 6 - Faulty Goods - Please provide further information
- 7 - Unsuitable for purpose
- 8 - Back order refused
- 9 - Other - Please provide further information

Further information:

### Contaminated Goods

In accordance with the manufacturer's instructions, the enclosed product has been sterilised by: *(please tick)*

Autoclave

Dry Heat

Cold Sterilisation

Signature \_\_\_\_\_

Date \_\_\_\_\_