

RETURNS FORM



Account Name		Account No (if known)	
Address			
		Post Code	
Tel			
Email			
Order Number		Order Date	

Qty	Product Code	Description	Reason Code	Reason for Return Codes
				1 - Ordered multiple variants
				2 - Arrived too late
				3 - No longer needed
				4 - Faulty/poor quality item*
				5 - Incorrect item received
				6 - Incorrect item ordered
				7 - Parcel damaged on arrival

I would like a: **Credit Note** or a **Refund*** (Only if already paid)

* If you paid by bank transfer or cheque, please enclose a copy of your bank details.

*Faulty or missent items:

- If you have received any faulty or incorrect items please contact our Customer Care team on **01535 656 312 (Option 4)** to report the issue within **48 hours** of receiving the order.
- A collection will be arranged along with either a credit note/refund (depending on preference stated above), or replacement of the reported items.

All other returns:

- Should be made within **30 days** of the initial order being received. Please complete the form above – including your order number – and make sure it is enclosed and returned with your parcel.
- Use the address labels below. We also recommend using a recorded service when returning any items.
- A collection can be arranged on your behalf through our customer service team and is **£11 +VAT per parcel**. This can be deducted from any refunds requested.
- We aim to process all refund requests within **5 working days** of receiving any returned items.
- Due to supplier charges, a restocking fee may apply to certain non-faulty items. Please check with our Customer Care team before returning.

Saline:

- Due to safety legislation we are unable to accept the return of any damaged or unwanted saline. Please dispose of any saline following drugs disposal procedures at your practice.

Our full returns policy can be found at: www.swallowdental.co.uk/returns

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