



F2 Medical Supplies Ltd

Unit 15, Genesis Park
Magna Road
South Wigston
Leicestershire
LE18 4AJ

T: 0116 319 1182

E: sales@f2medicalsupplies.com

Complaint Policy

Making a complaint:

Letting us know when and why you are not happy gives us the opportunity to resolve the issue for you in a transparent, fair way and improve our service for everybody.

What we do:

We endeavour to listen to your concerns and handle your complaint as quickly and efficiently as possible. Once you've contacted us, we'll do our best to resolve any complaints within 10 working days. If we need more time to complete our investigations, we will keep you updated with our progress.

How to get in touch:

So that we can process your complaint as efficiently as possible, we would recommend providing written notice either via Email or Letter to the contacts provided below. Should you wish to make a verbal complaint via telephone, please be aware that we may require additional contact details to pursue the matter and provide updates and confirmation of our resolution or final response. If you wish to contact our team via telephone, please call us on 0116 319 1182.

Email: For any issues relating to Goods ordered or Customer Services:

Please direct your email contact to sales@f2medicalsupplies.com

Email: For any issues relating to Payments and Accounts:

Please direct your email contact to accounts@f2medicalsupplies.com

Letter:

Please send any postal contact to: *Customer Services, F2 Medical Supplies Ltd, Unit 15 Genesis Park, Magna Road, South Wigston, LE18 4AJ.*

When getting in touch, please provide the following information so that we may gather all the details required to process your complaint effectively:

- Your name.
- Your email address.



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- Your Invoice Reference / Account Reference which the issue may refer to.
- A description of the issue which has occurred.
- What you'd like us to do to resolve the issue.
- A daytime phone number and the best time to contact you.

Our opening hours are 8:30am – 5:00pm (GMT), Monday to Friday, excluding public Holidays.

Please Note: Opening hours and closure dates may change during holiday periods such as Christmas and New Year.

Not satisfied with the resolution:

If for any reason the issue is not resolved and you are not happy with our response, please let the colleague or team that handled your complaint know.

We then have the opportunity to see if there is anything further we can do. Once we're satisfied we've considered all aspects of your complaint, we will send you our final response.

Terms and Conditions:

Please note, our Terms and Conditions can be found online at:

<https://www.f2medicalsupplies.com/terms-conditions> or by requesting a copy of Terms and Conditions from customer services via the above mentioned contact details.