F2 Medical Supplies

PLEASE SEND ALL GOODS TO:
F2 Medical Supplies Ltd
Unit 15, Genesis Park
Magna Road
South Wigston
LE18 4AJ
sales@f2medicalsupplies.com

RETURNS FORM:

From:
Company / Practice Name:
Property Name / Number:
Street:
Post Code:

Contact Name:
Number:
Email:

Product Name / Code:	Qty:	Serial No. (If applicable)	Reason for Return: (Please use Number Option if possible)	Refund / Credit Or Exchange.

Reason for Return - Number Options:

1. **Accidental Order**
2. **No longer required**
3. **Product not compatible**
4. **Item not as pictured online**
5. **Found a better price elsewhere**
6. **Other - Please provide additional notes in your Reason.**

Refunds / Credit
If the goods have been paid upfront - your refund will be processed via the original payment method. If goods were ordered via Purchase Order, the amount will be credited via the account originally billed.

Exchange:
If you have requested an Exchange, please confirm which goods you wish to exchange for. These must be of the same or lower value to the goods returned. If we cannot provide an exchange, a Refund or Credit will be issued instead.

Equipment Decontamination and Disclosure:
To minimise the risk of contamination and for our colleagues' safety, please do not return used/opened contaminated equipment. If you are returning used equipment for repair/service, the items must be cleaned and sterilised in accordance with the manufacturer's guidelines and local authority. Any equipment/goods received in a used condition without clear indication of the correct sterilisation procedures may be appropriately disposed of on site without reimbursement of costs to the sender. Returned goods, other than major equipment, will be accepted for credit or exchange providing the buyers account details and invoice are quoted. All returns must be suitably packaged. Items with shipping labels on the original packaging will not always be credited. F2 medical supplies will not accept responsibility for goods returned by the buyer which are lost or damaged in transit.