**Returns Procedure**

The procedure outlined below is to be followed should you find it necessary to return any items that arrived damaged, fail to meet the requirements of your order or are suspected to be faulty. Items which have been incorrectly ordered by the customer or are no longer required by the customer will be considered on a case by case basis.

1. **Damaged Items**

All items must be checked on delivery before signing for the shipment. If there is obvious damage, please refuse the delivery and call Customer Services Department on 01279 858400.

If goods are found to be damaged once unpacked, again speak to our Customer Services Department on 01279 858400.

We reserve the right not to send a replacement until the damaged items have been returned to us and inspected. See Section 5 for details of how to return the damaged item(s).

1. **Item missing or incorrect item received**

Should you receive goods that do not correspond with the description of the ordered goods then you should contact our Customer Services Department on 01279 858400 within 24 hours of receiving the order. See Section 5 for details of how to return the incorrect item(s)

1. **Suspected faulty items**

**Machines**

Please call our Customer Services Department on 01279 858400. One of our highly experienced Technical Support Engineers will discuss the problem with you and may be able to resolve it over the telephone. If not, they will pass details on to our Service Administration team, to arrange for a Field Service Engineer to call. For machines not covered by warranty, the charge for repair (labour and parts) will be clearly stated and you will be required to give your written acceptance before repair can proceed. If it is not possible for the Engineer to repair the machine at your site he will arrange to have it returned to our factory for repair.

**Accessories, Consumables, Test products and Chemicals**

Items which are faulty must be returned within the warranty period (12 months from receipt). See Section 5 for details of how to return the faulty item(s). If investigation of the returned item determines that that the problem is due to an intrinsic defect in the item, it will be replaced FOC. If, however, the problem is due to customer mishandling, a replacement will be chargeable.

1. **Items incorrectly ordered by customer / change of mind**

Items which are no longer required and you wish to return must be unused, in their original packaging and in a saleable condition. Please contact Medisafe on 01279 858400 and speak to your **Sales Representative** as soon as possible after receipt. If it is decided that Medisafe will accepts the goods back, please refer to Section 5.

**Please Note:**

**There is a 25% handling charge for any items returned for this reason**.

1. **Returning goods**

All returned goods must be accompanied by a Returns Number. To obtain your Returns Number, please contact the Customer Service Department on 01279 858400 (faulty items).

All faulty machines MUST be accompanied by a Machine Return Form and a Decontamination Certificate. Without the correct documentation the machine may be refused.

If an unused Machine is returned it must be accompanied by a Decontamination Exemption Certificate, otherwise it will be treated as contaminated and may be refused. See Section 6 for form templates.

Pack the goods securely, if possible in the original packing. For all Machine returns the appropriate Certificate must be displayed on the outside of the Packaging. Make sure you include full contact details, the reason for return and the returns number.

The customer is responsible for all shipping charges for products returned under our Returns Procedure unless this has been specifically agreed and confirmed in advance. E.g. we cannot be held responsible for packages returned to us that are lost or damaged in transit. As you are responsible for returning the item(s) to us, we strongly recommend sending the package by Special Delivery (including insurance cover) or where appropriate by door to door courier service (including insurance cover).

1. **Return forms / Certificates**

The forms below are embedded documents and will open in a new window.

Machine Returns Form



Decontamination Certificate



Decontamination Exemption Certificate

