

Schottlander Returns Request Form

PLEASE COMPLETE THIS FORM WITH ALL RELEVANT INFORMATION TO ENSURE THAT YOUR REQUEST CAN BE COMPLETED AS SWIFTLY AS POSSIBLE

Other than for returns under complaint, items must be received by us **unused** in **non-tampered** packaging within one month of invoice date and be accompanied by this form (or a photocopy)

PLEASE ENSURE THAT PRODUCTS ARE PACKED IN A BOX SUFFICIENT FOR RETURN

| Returns reference _____ <small>(Please obtain from Customer Service on 0800 97 000 79)</small> | |
|--|---|
| Account No. and account Name _____ | |
| Contact name and telephone No. _____ | |
| Invoice No. and invoice date the goods were despatched _____ | |
| Product Name/product code being returned | Quantity returned |
| | |
| | |
| | |
| Reason for return (please tick box) | Further Action required |
| Goods received damaged | Please refund my account |
| Goods ordered in error * | |
| Wrong goods despatched | Please send me a replacement (same product) |
| First time 30 day return (UK only) | |
| For repair | |
| For service | Please send me a replacement (different product) - please specify which product & quantity: |
| | |
| If item is for repair/service or does not meet the specifications, please describe the fault: | |
| | |
| If the items(s) being returned have been used during treatment of patients please confirm that they have been disinfected in accordance with BDA and Department of Health guidelines and state the method used. <small>(Health and Safety Work Act 1997 and Post Office Act 1969)</small> | |
| The item has been cleaned using _____ and sterilised or disinfected (delete as appropriate) by: | |
| Sterilised using autoclave <input type="checkbox"/> | Sterilised by dry heat <input type="checkbox"/> |
| Treated by cold disinfectant <input type="checkbox"/> | (please state which product was used) _____ |
| I confirm that the item(s) have either not been used during treatment with patients or have been treated as specified above. | |
| Signed | |
| Position | |

* Subject to a handling charge of 20%