

Need to return something?



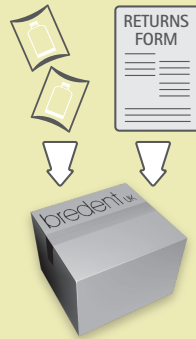
If you are not 100% satisfied with your purchase, you may return the products for either a refund or exchange.

What we'll refund...

You may return bredent products to us we just ask that the items have at least an eight month shelf life remaining and that you follow our returns procedure...

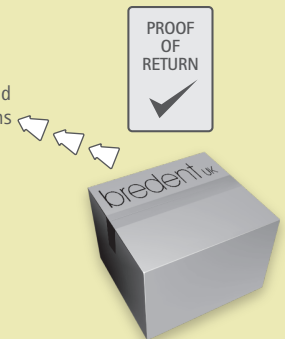
1 Pack your return

- Pack each item in its original undamaged packaging.
- Complete our returns form overleaf and include it in the parcel.
- Make sure the items are safely packaged and the parcel is secure so that it doesn't get damaged on its way to us.



2 Post it

- Post the parcel to the bredent UK returns team. We are unable to refund postage and packaging for any returns unless the item is faulty on receipt.
- We strongly advise that you use a traceable method as it is your responsibility to provide proof of return.
- Please don't give any items to your local bredent representative for return as this will delay the process.



Three things to check

1 The expiry date

Each item must have at least an eight months shelf life remaining from its expiry date.



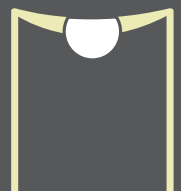
2 The packaging

Each item must be packed in its original undamaged package - please don't add any labels, staples or notes.



3 The seals

Each package must be unmarked and have its original seals intact, including the outer package.



Refund or exchange?

More than six weeks

We will offer an exchange, as long as we receive your return within 12 months from the date you purchased it. The exchange can be for a similar product at the same price e.g. same product but a different size. Items can be returned for a refund (as long as we receive them within 12 months from the date you purchased it) but will be subject to a 15% processing fee.

Outside of these terms

If we receive your return more than 12 months after your date of purchase, we will offer an exchange for a similar product at the same price e.g. same product but a different size. The exchange will be subject to a 15% processing fee. Please note, a refund will not be given for items returned more than 12 months after your date of purchase.

Six weeks or less

If we receive your return within six weeks from the date you purchased it, we will credit your account in full or offer an exchange, whichever you prefer.

Due to the requirements of the Medical Device Act a credit note will be issued for the returned items followed by the invoice for the new items.

There are a few things we can't refund...

- Products requiring special handling, such as refrigeration.
- Software, unless otherwise stated in the software license.
- Capital equipment, such as Thermopress 400 unit, Milling Unit, CPS screwdriver and SKYplanX tables.
- Partial returns of promotional purchases or discounted kits.
- Delivery charges.

Failed implant?

Speak to your local bredent representative or call the bredent UK returns team.

Faulty or damaged goods?

In the unlikely event that your item is faulty or damaged, please call the bredent UK returns team straight away.

If you have any queries please contact the bredent UK returns team.

Contact the bredent UK returns team.

brement UK Ltd, Returns Department, Unit 20 Tipton Innovation Centre,
Brimington Road, Chesterfield, S41 0TZ
T 01246 559 599 E returns@brement.co.uk

brement UK

RETURNS FORM



Need to return something? Complete these details and include this form with your parcel.
If you have more than six products to return, please print an additional form at www.bredent.co.uk/returns

Account number (you can find this on your invoice): _____

Name: _____ Organisation: _____ Phone number: _____

Address: _____ Postcode: _____

Invoice No. (you can find this on your invoice): _____ Date received (you can find this on your invoice): _____

Failed implant? Speak to your local bredent representative or call the bredent UK returns team.

Product Code: _____

Product Description: _____

Reason for return:

- The item is no longer needed
- The wrong item was ordered
- The item was on loan but I no longer need it
- I have been charged/invoiced incorrectly
- The item is damaged/faulty
- The item arrived too late

Would you like to exchange this item?

Yes Product Code _____

Product Code: _____

Product Description: _____

Reason for return:

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- The wrong item was ordered
- The item was on loan but I no longer need it
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Exchanges

If you ticked for an exchange, a member of the bredent UK returns team will call you once the return item has been received.

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