

Need to return something?



Please complete the form below

Returns Form

Please remember to complete all the details on the returns form. It is especially important to include your a sales order number or invoice number so we can process your return.

Customer Name: _____

Account No: _____

Customer Address: _____

Postcode: _____

SO/IN Order No: _____

| Item Ref | Lot No: | Qty | Return Code | Refund or Replace |
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Faulty Return Details: _____

Return Codes:

- 1. No Longer Required
- 2. Ordered extra for choice
- 3. Incorrect Item
- 4. Incorrect Quantity
- 5. Changed Mind
- 6. Faulty

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, with original seals.



3 The address

Returns Dept
bredent UK Ltd
Tapton Park Innovation Centre,
Brimington Road
Chesterfield
S41 0TZ

Refund or exchange?

Once we receive your return, we will credit your account in full or offer an exchange, whichever you prefer. Please note: Items purchased as part of a promotion cannot be refunded. Promotional items may be exchanged.

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.
- Capital equipment, such as Thermopress 400 unit, Milling Unit, CPS screwdriver and SKYplanX tables.
- Any items bought as part of a promotion.
- Software, unless otherwise stated in the software license.
- 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 on 01246 559 599

bredent UK