

# Need to return something?



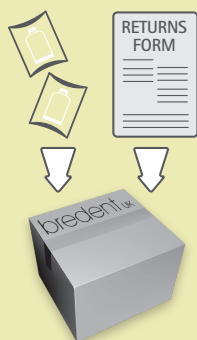
If you are not 100% satisfied with your purchase, you may return the products for either a refund or exchange.\*

## 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...

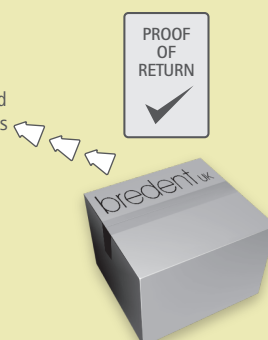
### 1 Pack your return

- 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.



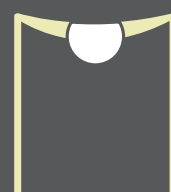
### 2 The packaging

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.

### 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.

### 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.
- Capital equipment, such as Thermopress 400 unit, Milling Unit, CPS screwdriver and SKYplanX tables.
- 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.

## Contact the bredent UK returns team.

breident UK Ltd, Returns Department, Tapton Innovation Centre,  
Brimington Road, Chesterfield, S41 0TZ  
T 01246 559 599 E [service@breident.co.uk](mailto:service@breident.co.uk)

breident UK

# RETURNS FORM



Need to return something? Complete these details and include this form with your parcel.  
If you have more than 14 products to return, please print an additional form at [www.bredent.co.uk/returns](http://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.

Item Reference	Lot Number	Quantity	Return Code	Refund or Replace?

- Return Codes: 1. No longer required    2. Extra items ordered for case    3. Faulty product  
4. Change of mind    5. Incorrect items sent    6. Other (please specify)

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

Contact the bredent UK returns team.

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

bredent UK

☎ 01246 559 599    ✉ [service@bredent.co.uk](mailto:service@bredent.co.uk)