

Cancellation and Return of Goods Procedure

1. Cancellation of an Order

You, the customer, have the right to cancel an order from the moment you have placed it with BES, up until fourteen working days from the day after you receive your goods.

Each of BES' websites has a Cancellation Form on it which needs to be completed when cancelling an order.

If you have already received your goods, you will need to follow the steps outlined below in Section 4 to return the goods to BES.

2. Return of Faulty Goods

Within 30 Days

As per the Consumer Rights Act 2015 if you, the customer, receive goods which are of unsatisfactory quality, are unfit for purpose, or are not as described, you are entitled to a full refund within 30 days of purchase.

Over 30 Days

If the goods you have purchased develop a fault beyond 30 days you can request that BES repairs or replaces the faulty goods. If the attempt at repair or replacement is unsuccessful, you can then request a refund or a price reduction if you wish to keep the goods. You would be entitled to a full or partial refund instead of a repair or replacement if any of the following are true:

-  The cost of the repair or replacement is disproportionate to the value of the goods
-  A repair or replacement would be significantly inconvenient
-  The repair would take unreasonably long
-  A repair or replacement is impossible
-  The repair has been unsuccessful

If a repair or replacement is not possible, or the attempt at repair fails, or the first replacement also turns out to be defective, you have a further right to reject the goods for a full or partial refund.

If you don't want a refund and still want your product repaired or replaced, you have the right to request that BES makes further attempts at a repair or replacement.

External Returns Procedure

Document No. Annex 10.2.1.L

Version No. 4.0

Cost of Returning a Faulty Item

The cost of returning a faulty item will be paid for by BES unless the fault is through misuse. The return for any other reason will be at your cost (See Section 3 below).

Decontamination of Goods

When returning products that have been used at all it is required by the MHRA [Medicines and Healthcare Products Regulatory Agency] that these are cleaned or decontaminated before being returned to the supplier. Decontamination Forms can be found on each of BES' websites.

When decontaminating your item to be returned, please do not use any oil-based cleaning products, as this can leave marks on the item.

For more information please visit:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/982127/Managing_medical_devices.pdf

3. Return of Non-Faulty Goods

BES operates a returns policy which allows for non-faulty goods to be returned as long as they are returned in a resaleable condition and with their original packaging.

Return of Shear Comfort Products

As long as Shear Comfort products are trialled with a barrier placed between the user's skin and the wool/material, e.g. a sock is worn when trying footwear, or a sheet is used over an overlay, BES is able to accept the goods for return.

Cost of Returning a Non-Faulty Item

The cost of returning an item will be taken by the customer, unless BES has made an error or it is a consignment stock return.

For Returns from Non-Private Individuals

Unless otherwise agreed there will be a re-stocking fee of 15% of the purchase price. This will be accounted for in the credit note issued for the returned item.

4. Steps to take to return Goods to BES

1. Contact BES' Head Office on 01179 666 761 (Option 1) or via info@beshealthcare.net
2. Request a returns number (BESREA...../ RA..... / DRA.....)

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3. Inform BES of the invoice number or purchase order number that relates to the faulty goods
4. Inform BES of the fault relating to the good(s)
5. BES will ascertain from you whether you require a loan item whilst the faulty goods are being investigated
 - a. If so, these will be sent out to you as soon as possible
6. Package goods securely and mark package with Returns number
7. Return goods to:

Returns Department
BES Healthcare Ltd
131 South Liberty Lane
Ashton Vale
Bristol, BS3 2SZ
8. Once the faulty goods have been received at BES head office, an investigation will be carried out to ascertain whether a repair, replacement, or refund can be issued