

How to book a return...

You have a choice of how to return an item:

Phone: **0800 0683300**

Web Form: **www.vet-direct.com/returns-information**

Email: **products@vet-direct.com**

Whichever way you choose please make sure you obtain a returns number to place on the outside of your parcel before sending – failure to do so may mean a delay in your our service to you.

Please remember to fill in all the details on the Returns Form. It is especially important to complete your customer details and order number, so we can process your return – without this information there may be a delay in processing any refund/replacement.

Your name:	
Practice Position:	
Practice Name:	
Customer Address:	
Postcode:	
Telephone No:	
S/O Order No:	

Product Code	Description	Quantity Received	Quantity Returned	Reason Code (See below)	Action Required

Additional comments:

Reason for return codes:

A - Faulty. B - Damaged. C - Unsuitable. D - Wrong size or colour. E - Don't like. F - Parts missing. G - Wrong item received. H - Recalled item

Returns Form

Terms & Conditions of Returns

1. Goods are supplied according to the descriptions and specifications given in the relevant current brochures of the Company. The Company gives no warranty and makes no representation as to the suitability or fitness of any goods for any particular purpose unless expressly given or made in such brochures
2. Goods which are proved to the reasonable satisfaction of the Company to be damaged or fail to comply with such descriptions and specifications in the Company's brochure will be replaced free of charge if notified to the company within 3 working days from the date of delivery.

This obligation will not apply where:

- a) The goods have been improperly altered in any way whatsoever or been subject to misuse or unauthorized repair
 - b) The goods have been improperly installed or connected
 - c) The goods have been opened partly used or the seals or labels have been removed or tampered with
 - d) Any maintenance requirements relating to the goods have not been complied with
 - e) The goods have been specifically ordered by the customer and are not stocked by the Company
 - f) Any instructions as to the storage of the goods have not been complied with in all respects
 - g) The customer has failed to notify the Company of any visible or suspected defects or damage within 3 working days of delivery where the defect should be apparent on reasonable inspection or within 5 working days of the same coming to knowledge of the customer where the defect or damage is not one which should be apparent on reasonable inspection.
3. Any returned goods must OBTAIN a RETURNS NUMBER from our customer service team and also be accompanied with a copy of the original invoice or delivery note which the Company will supply to the customer upon request. Failure to do so will render any claim for credit null and void and may attract a handling fee. Any credit will only be raised after satisfactorily passing inspection at our Distribution Centre.
 4. All returned items must be packaged in an outer box for protection during transport. This is because all carriers will attach labels to the outside of the box which can deface it rendering it unsuitable for resale.
 5. The complete packaging should be retained if pilfering is suspected or if a breakage has occurred. If pilfering is suspected the Company should be notified immediately. Claims cannot be considered unless these conditions are observed.
 6. Except as set out in these conditions the Company hereby excludes to the fullest extent by law all conditions warranties and stipulations express (other than those set out in the contract) or implied statutory customary or otherwise which but for such exclusion would or might subsist favour of the customer.

Non-Faulty Returned Goods

1. Goods are not supplied on a sale or return basis. Goods must be unused and in original packaging fit for re-sale. Returns will only be accepted with prior permission of the Company. You must obtain a RETURNS NUMBER from our customer service team before returning anything. This must be within 3 working days of dispatch and the customer must consider that:
 - a) In the event of the customer not being entirely satisfied with any goods received notification must be made in accordance with these conditions
 - b) Items made to customer's own specification or specially ordered will not be accepted for return unless faulty in accordance with these conditions unless agreed with the supplier. Please note that such returns are subject to any charges and transit costs imposed by suppliers
 - c) The Company accepts no responsibility for goods lost during transit where the customer arranges the return to us. In such events we advise customers to obtain appropriate insurance
 - d) No replacements are available whilst goods are exchanged replaced or repaired
 - e) Goods will not be acceptable for return if they have been relabelled or used in any way or if any tamper evident seals have been broken. A returns note in accordance with these conditions needs to be provided by the customer with all returns of non-faulty goods
2. Credits will normally be allowed on authorized returns as follows:
 - a) Non-faulty goods returned within 3 working days of dispatch – 100% refund but see para 3
 - b) Any other goods – refund as agreed with the Company
 - c) Customers outside of the UK – 3-day rule applies from date of receipt not dispatch

3. Non-faulty goods accepted at the Company's discretion for credit will be subject to a handling charge at a rate of 15% on a net invoice value or a minimum handling charge of £10.00.

Returns Address: Vet Direct Service Dept. Units 9/10 Gateway West, Kingfisher Boulevard, Newcastle Upon Tyne. NE15 8NZ

PLEASE NOTE: Before making a return please ask for a "RETURNS NUMBER" by speaking with one of our customer service team on 0800 0683300 (Failure to do so will delay your return and attract a handling fee)