

ORDERING/DELIVERY INFORMATION FOR NHS/CORPORATE CUSTOMERS

We offer a standard next day delivery service to UK mainland addresses on all stock orders placed before 5pm. Please contact our Customer Services department if your order is required urgently.

For all non-stock/out of stock items a member of our Customer Services department will contact you with an estimated day of delivery.

For all Beagle custom made soft goods or Custom Fabrication products, please see separate information sheet.

UK Mainland delivery charge

Next working day delivery on all orders over the value of £200 will be free of charge. Orders under £200 will be subject to a delivery charge dependant on the service chosen.

Eire delivery charge

Standard delivery on all orders over the value of €250 will be free of charge. Orders under €250 will be subject to a delivery charge dependant on the service chosen.

Europe and Rest of World delivery charge

Please contact our Customer Services department for further information.

DELIVERY OPTIONS

The following delivery options are available:

UK Mainland

First Class – smaller items only

Standard next day delivery*

Pre 9am next day delivery*

Pre 10am next day delivery*

Pre 12 pm next day delivery*

Saturday delivery*

Same day delivery*

* **Please note:** some services are not guaranteed to certain remote post codes or non-mainland UK addresses. Please contact our Customer Services to confirm available options.

Eire and Europe

Standard 2-3 working day delivery from order despatch.

Rest of World

Please contact our Customer Services department for further information.

RECEIPT OF GOODS PROCEDURE

Any discrepancies must be reported to us within 5 days of the receipt of items. Beagle Orthopaedic cannot be held responsible for any missing/defective items after this time including transport damage.

RETURN OF GOODS PROCEDURE

If you wish to return any items to us, please call our Customer Services Department to obtain a returns authorisation number. A reason for return will always be requested. The returns number will help us to process your return ensuring your account will be credited in a timely manner. Failure to obtain a returns authorisation number may result in your credit being delayed.

Any returns due to unsuitability, sizing error (due to original measuring) or just no longer required can be returned providing they are as new and in the original packaging. In this instance the customer will be responsible for shipping costs and Beagle Orthopaedic accept no responsibility for returned products lost in transit.

Beagle Orthopaedic reserve the right to charge delivery costs and/or a restocking fee of 20%. Beagle Orthopaedic also reserve the right to refuse a refund on any products that are returned after 60 days, that are soiled, damaged or have been altered.

Custom orders that have been made to the requested specification will not be accepted.

PROCEDURE OF USE

All our products are for single patient use only, to ensure quality of the product, correct fitting and to help combat contamination of infectious diseases. All warranties are void if the product is re-used on a second patient.