

## **ORDERING/DELIVERY INFORMATION FOR PRIVATE & WEB SHOP CUSTOMERS**

We offer a standard delivery service to UK mainland addresses on all stock orders placed before 2pm.

Please contact our Customer Services department if your order is required urgently.

For all non-stock items/items out of stock, customer services will contact you with an estimated day of delivery.

### **UK Mainland delivery charge**

Standard delivery charges will be added to your order depending on the service chosen.

### **Eire & Europe delivery charge**

Standard delivery charges will be added to your order depending on the service chosen.

### **Rest of World delivery charge**

We currently do not ship to any counties outside of the UK, Eire and Europe.

## **DELIVERY OPTIONS**

The following delivery options are available:

### **UK Mainland**

Standard Delivery (2 to 3 Working Days)

Premium Delivery (1 to 2 Working Days)

Express Delivery (1 Working Day, *excludes non-UK mainland 2 Working Days*).

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

### **Eire and Europe**

Standard Delivery (3 to 5 working days)

## **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 period 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.

## **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.