**Back Care Solutions Returns Conditions & Form**

**Before returning your item(s) please read all of the below carefully to ensure it can be returned and accepted**

**Can my item be returned?**

We understand that there will be times when an item is not required or unsuitable and we try to make it as painless as possible to return an item. *However, there are certain products which can’t be returned ie special order items (powered chairs, chairs with massage systems, heat pads, coccyx cut out etc).*

If you are unsure whether your item can be returned then please call us on 01772 330 333 and press option 2.

All items must be returned during business hours (Mon-Fri 8.30am-5pm) with the below returns note completed and enclosed within 10 working days of you receiving your item(s). Any orders older than 10 working days are unable to be returned.

**Faulty Items**

If you believe your product is faulty and we confirm it is within the warranty periods outlined below then we will arrange for the collection of the item free of charge. If you do not wish to take advantage of this free service then you may return the item to us at your own expense.

Once we have received the item(s) back, we will test it in our warehouse or return to the manufacturer for evaluation and if found faulty and within warranty, a replacement will be sent or a repair carried out.

If no fault is found then we will return the original item to you. A charge of £25 + VAT for the return and initial collection of the item(s) will be issued in the cases of no fault found.

**Warranty Periods**

All Accessories ie not a chair or desk – 1 year warranty from date of delivery

Desks – 2 year warranty from date of delivery

Chairs – Vary dependent on model. Please see our website for more information

Powered Chairs – 1 or two years (depending on model)

If your item is faulty and outside of the warranty period then we can quote you for a replacement / repair

**Damaged Items**

**PLEASE NOTE: IN CASE OF DAMAGE UPON DELIVERY YOU MUST KEEP ALL PACKAGING, INCLUDING OUTER PACAKGING FOR A CLAIM TO BE MADE. IF YOUR PACKAGE IS DAMAGED PLEASE PROTECT ALL FLOORING ETC BEFORE MOVING. WE ACCEPT NO RESPONSIBILITY FOR ANY DAMAGE TO CUSTOMER’S PROPERTY FROM MOVING DELIVERED EQUIPMENT.**

Any damages on receipt of delivery need to be communicated to us, with photo evidence within 24 hours of receipt. Please send reports of damages on delivery to logistics@backcs.co.uk.

In cases of damage on delivery, we will arrange for the collection and repair / replacement of items free of charge, providing it has been reported within 24 hours.

In all other cases, damaged items being returned for repair are to be returned by the customer with full postage paid. Alternatively, we can collect the goods for the below fees.

Accessories (not chairs or desks) - £20 + VAT

Chairs and desks – £75 + VAT

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Please detail the damage on the below returns form and include images. We will issue a quote for the repair if applicable.

**Unsuitable Items / no longer required**

If you wish to return an item within 10 working days because it is unsuitable or no longer required then we have a couple of options below provided that the item is not a special order item:

* We can quote you for an alternative item, which if ordered would result in no cancellation fees. You would need to place a fresh order for the new item and then we would credit the original order in full (minus any carriage charges) once received at our warehouse. If you need guidance on any alternative products then please complete the relevant section below.
* If an alternative item is not required then we would accept the item(s) back and issue a credit, minus carriage charges and a 25% cancellation fee.
* Any orders placed via the web site can be returned within 10 working days with or without an alternative being supplied and a full refund issued minus carriage charges to the original payment method. Exclusions to this are special order items as listed under **‘Can my item be returned?’**

All returns due to suitability or because they are no longer required are to be returned by the customer with full postage paid. Alternatively, we can collect the goods for the below fees.

Accessories (not chairs or desks) - £20 + VAT

Chairs and desks (unless an alternative is being supplied in which case we can collect when re-delivering) – £75 + VAT

Highlands & Overseas - TBC

**Condition of returned Items**

Any items being returned as a result of suitability / not required must be in perfect condition and with all of the original packaging. Any items returned for suitability / not required that are in a used condition or without the original packaging (or have damaged packaging) will be returned to the customer. Please ensure that any postage labels are not stuck directly onto the product packaging as these will not be accepted.

**Where do I return items to?**

The address to return items to is:

**Back Care Solutions Returns**

Unit 6 Centurion Industrial Estate

Centurion Way

Leyland

Lancashire

PR25 4GU

We suggest using a recorded delivery service and obtain proof of posting. We are unable to accept liability for any goods that get lost or damaged in transit back to us.

If you are happy that your item can be returned then please complete the below form and send via email to logistics@backcs.co.uk **BEFORE** returning your item(s). **Please wait for approval that the item(s) can be returned before sending them to us.**

 **Returns Form**

**Return Details**

|  |  |
| --- | --- |
| **Your Order Number** |  |
| **BCS Order Ref** |  |
| **Company Name** |  |
| **Company Address** |  |
| **Returner Name** |  |
| **Returner Tel Number** |  |
| **Returner Email Address** |  |
| **Product(s) to return** |  |

**Reason for the return**

|  |  |
| --- | --- |
| **Is your product:** | **Faulty** [ ] **Damaged** [ ] **Unsuitable** [ ] **No Longer Required** [ ]  |
| **If your product is faulty, would you like a replacement?** | **Yes** [ ] No [ ]  |
| **If your product is damaged, was this delivered within the last 24 hours?****Please provide photo evidence of the damage** | **Yes** [ ] No [ ]  |
| **If delivered more than 24 hours ago, please detail the damage**  |  |
| **Have you taken images of the damage?** **Please send along with this form** | **Yes** [ ] **No** [ ]  |
| **If your product is unsuitable, please state the reasons for the suitability issue. Please provide as much information as possible** |  |
| **If your product is unsuitable or not required, would you like an alternative item?**  | **Yes** [ ] **No** [ ]  |
| **If yes, would you like guidance on the alternative item required?** | **Yes** [ ] **No** [ ]  |
| **If no guidance is needed, please state the alternative item required** |  |

**Returning your item(s)**

|  |  |
| --- | --- |
| **Will you be returning the items to us or do we need to collect?****Please note – for collection a charge may apply** | **I will Return** [ ] **Please arrange collection** [ ]  |
| **Are all items in perfect condition and with the original intact packaging?** **Please send photos of the packaging along with this form** | **Yes** [ ] No [ ]  |

**Returns Checklist**

**Please ensure the below before you request a return of an item:**

**The item is faulty. Please troubleshoot any faults prior to requesting a return for fault. Any items found to not be faulty will be chargeable to return.**

**You have taken pictures of the damaged items and notified us within 24 hours of delivery (if applicable)**

**The item is in perfect condition and in the original packaging. Photos have also been provided**

**You agree to pay any collection fees if applicable**

**You understand a 25% cancellation charge may apply for any unsuitable / no longer required items without an alternative supplied (excluding web-based orders)**

**Delivery charges are non-refundable in all cases**

**Please send this form to** **logistics@backcs.co.uk** **who will confirm eligibility for a return and any associated costs.**