

## Returns & Exchanges

**Please note: Your statutory rights are not affected in any way.**

You can return your order within 30 calendar days of receiving the goods. We cannot accept returns made after this period. All refunds are processed within 14 days following receipt of goods.

1. Please keep your packaging until you're sure you're happy with the product. We can only process a return if the item is unused and undamaged. For some products, a repackaging fee may apply.
2. A deduction on the refund amount may be charged if the item is damaged or in an otherwise not-as-new condition upon return, or if any necessary packaging is missing/damaged.
3. We cannot accept returns on products that would void Health & Safety regulations if used e.g. incontinence, bathroom or toilet products, and bath lifts. A refund will be given for faulty, damaged or incorrect items. Refunds on incontinence products can only be given if you haven't opened the outer packaging/wrapping.
4. Cancellations or amendments cannot be made to Made to Order products after the 48-hour cooling off period. We can only accept returns on products which are Made to Order (or adapted to suit your requirements) where they arrive damaged, faulty or incorrect.
5. We can arrange for a technician to collect your product if it needs to be dismantled for return. If this service is required, please notify us by phone or in writing within 30 days of delivery. The cost of this service is a £50 charge deducted from your refund.
6. Returns must go to our warehouse – we cannot accept returns at our showrooms.
7. Please follow the steps overleaf to complete your return. Failure to return the product(s) with the label may result in us being unable to identify the source of the return and issue your refund.
8. CareCo cannot be held responsible for unreceived goods when the post/courier is self-arranged. Please obtain proof of postage when returning by self-arranged post/courier. We recommend a tracked service with signature.

## Returns Collection Fee

Your return can be collected by a courier for a fee (dependent on the size of your item). Collection fees are deducted from your refund total (no up-front payment is required).

Small Item	Medium Item	Large Item
Small items include products like daily living aids, accessories and walking sticks.	Medium items include products like wheelchairs, walking aids (such as rollators) and bath lifts, which do not need dismantling for return.	Large items are those which were delivered by our two-man courier partner, such as mobility scooters and riser recliners, and those items delivered via our Home Installation service.
<b>Collection fee: £3.95</b>	<b>Collection fee: £10</b>	<b>Collection fee: £50</b>

**Please Note:** Collection fees can be waived when a new order is placed for Home Installation, where we can undertake delivery and collection at the same time. A new order is required with payment in full. Your refund will be processed once we've received the returned product.

For full terms and conditions please visit [www.careco.co.uk/returns](http://www.careco.co.uk/returns)

## Damaged Goods

Goods damaged in transit must be reported immediately by signing the courier delivery note 'Damaged on Arrival' and informing CareCo on the same day as delivery. Damaged goods must be retained by the buyer for inspection. We cannot be held responsible for any damages if the delivery note is signed without the comment 'Damaged on Arrival'. We require photos of the packaging and the damage to the item to process your refund.

**All refunds will be processed within 14 days following receipt of goods.**

## Need to make a return?

You can arrange a signed return delivery to us, or we can organise to collect the item(s) at a convenient time (fees apply).

- 1 Call or email us to let us know that you'd like to return your item(s). We'll generate your Returns Number (RN) and email you a returns acknowledgement and delivery label.



Phone **0333 015 5000**



Email **cs@careco.co.uk**

- 2 Put the returns acknowledgement inside with the item(s) you're returning, and attach the delivery label to the outside of the box.

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Can't print the prefilled documents? Complete the returns form that came with your order\*, making sure you add the Returns Number (RN), quantity to return and reason for return.

Put the returns form inside the box and the delivery label on the outside



- 3 **Send your parcel, or wait for us to collect it**

Once we've received your goods, your return will be processed within 14 days.

**Please note:** We ask that you retain photographic evidence of your product and its condition before returning it. This will prevent any delays with your return being processed if your item(s) incur damage during transit.

\*Blank returns forms can be downloaded from [www.careco.co.uk/returns](http://www.careco.co.uk/returns)

# CareCo

## RETURNS LABEL

### Returns Address:

CareCo UK Ltd.  
1 Turing Court  
Great Notley  
Braintree  
CM77 7AT

### Customer Information:

Returns Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Order Number: \_\_\_\_\_

Customer Postcode: \_\_\_\_\_

Product(s) Returning: \_\_\_\_\_

### Reason for Return:

No longer required

Too big

Too small

Wrong item supplied

Not suitable

Too heavy

Damaged

Faulty

Assembly Issues

Other, please specify