

Terms & Conditions: Return of Goods

Customer Obligations

In order for operational costs, and therefore prices, to be kept to a minimum and to ensure a reliable and efficient service NHS Supply Chain identifies customer best practice as:

- Keeping order errors to a minimum. Please ensure all orders are checked prior to sending, for example correct product, unit of issue and quantity.
- Speaking with customer services if you are unsure about which product to order, as opposed to ordering a number of products and returning the unsuitable ones.
- Organising the return at the earliest opportunity. Failure to do so may result in us being unable to approve your request.
- Ensuring that the products and related returns paperwork are made available at the time of the agreed collection and are clearly identified as such.

Customer Guidance

NHS Supply Chain will accept product returns from you providing that they are:

- **Reported in time to customer services**
Requests for returns must be brought to the attention of customer services within three days of the delivery unless otherwise agreed. Please contact your local customer service advisor with your original order details and they will work with you to arrange collection.
- **Accompanied with a returns number**
All returns must be accompanied with an authorising returns number. Your customer service advisor will provide this number to you upon agreeing the return. NHS Supply Chain will not collect or subsequently issue credit for any items returned without a valid returns number.
- **Returned within time**
NHS Supply Chain will agree with you an acceptable collection and return date. NHS Supply Chain will only make two attempts to collect the items. Where products are not made available on the agreed collection date NHS Supply Chain reserve the right to cancel the return.
- **Fit for re-sale**
Unless products are found to be damaged or faulty on arrival, the goods that are returned must be in a condition fit for re-sale. We can only accept the return of opened items if they are faulty. Please note that we cannot accept returns for chilled products under any circumstance.
- **Orders are above £10 in value**
To ensure a cost efficient service in relation to the collection, processing and restocking of returned items a minimum order value for return requests is in place. This means that orders below £10 in value cannot be returned and will not be credited in the event of a customer order error.

Blue Diamond ♦ Returns

Blue diamond ♦ products have to be physically returned to a NHS Supply Chain distribution centre within 14 days of you receiving the original delivery. Failure to do so may result in the supplier not accepting the return.

Please be aware that Blue diamond suppliers reserve the right to charge a restocking fee for items ordered by the customer in error. NHS Supply Chain will make you aware of any charges before agreeing the return.

Multi-Temperature Choice (MTC) Returns

MTC food items need to be returned directly to the supplier using the following procedure:

- Make the delivery driver aware of the need to return the products in question
- The delivery driver will provide you with a credit note reference number
- The MTC supplier will then credit NHS Supply Chain against the reference number provided who will in turn credit your account
- There is no charge for this service.

E-direct Returns

E-direct products have to be returned directly to the supplier and not to a NHS Supply Chain distribution centre. For all E-direct product returns please contact your local customer service advisor with your original order details and they will work with you and the supplier to organise the return.

Please note that for products ordered in error the supplier will charge for collection/transport costs and may also charge an additional restocking/handling fee. NHS Supply Chain will make you aware of any charges before agreeing the return with the supplier.

Returning Sterile Products

Return and subsequent re-issue of sterile items is subject to negotiation between NHS Supply Chain and the trust Supplies manager. A suitably competent person at trust level must assess all such items prior to return.

Items may be approved for return and subsequent re-issue if:

- The outer container is undamaged
- There are no apparent product faults
- There is no evidence of contamination
- It has been stored properly
- It is not outside the sell by/use by date
- The integrity of the product is not compromised

If upon receipt of these items any are found to be in a damaged or state unfit for resale then the item will be disposed of, the return cancelled and no credit provided.



NHS Supply Chain

Returning Damaged items or items

Returning damaged products can be both impractical and potentially dangerous. In the rare and unfortunate event that a product arrives damaged you will need to:

- report the incident to your customer service advisor at the earliest opportunity who will be able to organise a replacement item to be sent if required
- provide written confirmation (letter, fax, email) of the item's safe disposal, upon receipt of which we will process a credit for the damaged item.

Materials Management De-stocks

All returns relating to a materials management de-stock must be agreed in advance with your regional customer service manager. Please note that NHS Supply Chain reserves the right to decline requests or to levy a handling charge of up to 10% per returned line value.

Product Recalls

On occasion NHS Supply Chain may have to recall products on behalf of its suppliers. Some recalls involve the return of products to your regional NHS Supply Chain distribution centre and others require the return of products directly back to the supplier.

In the event of a product recall your customer service representative will contact you directly to make you fully aware of the issue and provide whatever level of assistance is required to action the recall.