



## Delivery & Returns

At True Surgical Ltd we understand the cost of delivery can sometimes mount up so we offer free delivery on orders over £30 for all customers. If your account spend increases above our threshold of £750 per month ALL your deliveries will be free of charge.

FREE standard UK delivery: Royal Mail next day tracked and signed (Orders over £30 + VAT)

Express UK delivery: Royal Mail next day signed for and guaranteed by noon is £7.99 + VAT

Express UK Saturday: Royal Mail next day (as above) but requires an extra £5 + VAT supplement.

Orders received and acknowledged before 4:30pm will be sent out on the same day.

If for any reason we cannot make the delivery we will contact you as soon as possible to notify you.

Standard next day delivery runs from Monday to Friday. Orders acknowledged on Friday will be delivered the following Monday as standard. Please remember Bank Holidays are not normal working days so a late Friday order will arrive on the following Tuesday.

Saturday guaranteed by noon deliveries are available for emergency procedures for a £5 supplement to cover increased Royal Mail charges.

If you're not in when your parcel arrives, a card will be left telling you that delivery was attempted and which Royal Mail sorting office to go to collect. This will be your nearest location usually.

This is why we use Royal Mail, we don't agree with pushing your essential items between the bins or left 'in the porch' where it could be damaged or stolen.

The Royal Mail charter prevents the delivery agent from leaving the parcel anywhere and for that reason we are unable to change the address of a shipment once it has been received by Royal Mail. Please double check you have asked for the correct delivery address at the point of order because we can't change it until delivery has been attempted.

Although this might be awkward it guarantees security of your items and Royal Mail are one of the best for safe handling practices in our experience.

## Non-Arrival – Same day guarantee

We are here to help if your parcel has not arrived by the estimated delivery time or date.

On average across the UK courier firms operate on approximately a 97% delivery success rate so if your parcel is one of the unlucky 3% please call us immediately on 01275 406618 and we will get onto the courier right away to try to provide you with a solution.

If we have replacement parts we will dispatch a same day courier at no extra cost you. We will then ask you to keep the original delivery to one side when it arrives (late) so we can collect it back. Again, at no extra cost to you.

### Returns Policy

We do not accept return of goods if items are received without an authorisation note from our offices. If you send something back without authorisation we will be in contact to discuss payment from you to send it back to you.

**You must notify us with 48 hours (2 days) if there any problems with your delivery or returns will be refused under any circumstances.**

If you have a genuine reason for needing to return an item we will only accept returns on the following terms:

- 1) Authorisation has been agreed and a returns note included with the items.
- 2) If the wrong items have been dispatched to you.
- 3) If the item you bought has failed on the first use, barring misuse or mistreatment.
- 4) You must retain lot numbers for traceability reasons and reporting back to OEM on recurring faults.

Returns must arrive with us within 14 days of the delivery confirmation. After assessment and consultation we will refund the price of the purchased item which can take 1-2 weeks to go through.

A 25% restocking fee will be incurred for items returned without fault registered, excluding items received incorrectly.

You will be responsible for the condition of the returned items. They will be checked and inspected. If they are returned to us damaged you will be charged for the damaged goods, asked to keep the items and asked to pay for return carriage back to you. Please package any returns VERY carefully! If we deem a returned product to be in an unsuitable condition on we will have to send it back to you.

If you send items back to us we recommend you obtain proof of postage and send on a tracked and signed for service also.

All exchanges and returns should be sent by Royal Mail only to:

**True Surgical Ltd, PO Box 1235, Bristol, BS48 9DG**