

**Returns Policy**

**Delivery of your order**

We offer a nationwide service in the UK and the Republic Of Ireland. Customers requiring delivery to areas outside these zones will be contacted as an alternative carriage charge will apply. We will always do our best to minimize such costs.

We aim to deliver within 7 working days items that we hold in stock. After placing your order, you will receive an e-mail advising the delivery date.

Some specialised and large items such as certain powered chairs and riser recliner chairs can take up to 14 working days to deliver.

If any item is out of stock at the time of ordering, we will telephone and email you. You will have the option to wait, choose another product or to cancel your order.

You should inspect goods immediately on arrival and note any damage on the carrier’s delivery note before signing the delivery note and handing it to the driver. We also ask you to inform us of any damage within 24 hours of receipt of goods.

If it is not possible for you to inspect the goods before signing the carrier’s delivery note please mark the delivery note clearly with the word “unexamined”. Please then inspect the goods within 24 hours of receiving them and inform us about any damage within 24 hours.

**Returns Policy and Returns Procedure**We hope that the product you receive meets your requirements completely but in the unlikely event of wanting to return an item, the following information applies.

John Preston Healthcare offer a 14 Days (Calendar Days) cooling off period in which customers can inspect the goods and determine suitability.

To exercise this right, you should contact a member of our customer services team directly on 028 9267 7077 or by emailing returns@johnpreston.co.uk

Your statutory rights are not affected.

Please take note of the requirement to also complete the Decontamination form included in this document.

Failure to complete this document will prevent us from completing your return request.

**On contacting us you will be assigned an Authorisation Return Number (ARN).**
This Authorisation Returns Number must be noted on the Returns Form linked below. You must print this Returns Form and include your completed Returns Form with your item.

Please note, failure to include an Authorisation Returns Number may result in your return being delayed or refused.

The goods must be returned at your cost within 14 days of the date of your notification to us that you wish to return the goods.

In all instances a completed returns form must accompany the goods and include your Authorised Returns Number that we will provide you with.

Where goods are manufactured to order, made to measure or bespoke for example bespoke riser recliner chairs, bespoke power chairs, made to measure wheelchairs, special needs buggies, these items cannot be returned.

We regret we cannot accept the return of any bath safety products, toilet seats, commodes, bathing slings, underwear or any made to order, bespoke products. Your statutory rights are not affected. Please contact us if you require any further information about returns.

All products must be returned complete, unused, in an undamaged state and in their original packaging where possible.

**If products are not returned in their original condition on return, John Preston Healthcare reserves the right to charge for repair or replacement of any product(s). This charge may include the cost of parts, materials, labour and any subsequent loss to John Preston & Co (Belfast).**

Please note that where an enhanced delivery service has been used, delivery charges will not be refunded once delivery has been made.

You must return the item in undamaged and unused condition in the original packaging and ensure the item is packed securely in order to avoid damage during transit.

We will inspect the item promptly after its return to us and if the item is undamaged, you will receive a refund within 30 days.

Should there be any damage to the item caused by you or due to unsatisfactory packaging used by you, we reserve the right to charge for any replacement parts necessary to ensure goods are returned to as new condition. The cost of returning any unwanted but otherwise satisfactory items is entirely at your own expense.

Your statutory rights are not affected.

**Cancellation of orders not yet delivered**
If you change your mind before your order have been dispatched, you can request a cancellation by calling 028 92 67 70 77 or by emailing weborders@johnpreston.co.uk.   If the order has already been despatched & you are too late to request a cancellation, you may still request a return in accordance with the above returns procedure.

Any item that is made to order or bespoke in any way cannot be cancelled once your order has been placed.

**Guarantees and warranties**
In addition to your statutory rights, all products sold by us have a manufacturer’s warranty of a minimum of 12 months which covers the cost of replacement parts in the event of manufacturing or material faults. The cost of any labour is not included in any warranty and for customers requiring at home warranty service including labour provision should opt in for our Gold Service.

Where a part requires either replacement or repair the item (or part) is to be shipped back to source at the customers expense unless Gold service has been paid for at time of purchase.  Warranties on scooters and wheelchairs do not cover serviceable or consumable items such as batteries, bulbs, worn or punctured tyres. Such items will be charged for separately. Please contact us for further details.

For certain products we can provide an annual service at an additional cost. Please contact us for further details if your purchase requires servicing or repair or you wish to arrange an annual service contract.

Should you encounter a problem with your purchase within the warranty period please contact us. We will require your purchase to be returned to us for inspection and any necessary repair.

**Disclaimers**All goods are purchased from us at the request of the purchaser. We cannot and do not offer medical or clinical advice. We offer guidance only about the functionality and the suitability of products based on the information you give us.

We want to provide you with the most suitable product for your needs.

We believe that selecting the correct product is of great importance. If you remain in any doubt as to the suitability of a product for your needs, we suggest that you seek the advice of a qualified Occupational Therapist or Health Professional before confirming your purchase.

All images shown on the site are for demonstration purposes only and may not necessarily show the actual product that you will receive.  Please read the product description thoroughly as this will give the correct product details.

**About your rights as a consumer and how we will deal with your complaints and the return of items you purchase:**

Your rights as a consumer are protected by the Consumer Rights Act (2015).

We are proud to be a member of the BHTA and have signed up to their code of practice along with happily participating in their complaints and mediation process if required.

Our Complaints Procedure is detailed below, and should this process not satisfy you then you can contact the [BHTA -click here for their website](http://www.bhta.net/contactus) – and request mediation.

We will only sell goods that;

Are of a satisfactory quality. Goods must be of a standard that a reasonable person would regard as satisfactory. Quality is a general term, which covers a number of matters including:

* fitness for all the purposes for which goods of that kind are usually supplied.
* appearance and finish
* freedom from minor defects
* safety
* durability

In assessing quality, all relevant circumstances will be considered, including price, description, and advertising that we commission.

Any goods will also;

* be fit for a particular purpose. When a consumer indicates that goods are required for a particular purpose, or where it is obvious that goods are intended for a particular purpose and a trader supplies them to meet that requirement, the goods should be fit for that specified purpose.
* match the description, sample or model. When a consumer relies on a description, sample or display model the goods supplied must conform to it. If the goods do not conform, an offence may have been committed.
* be installed correctly, where installation has been agreed as part of the contract.

**Consumer Rights Act 2015 – Consumer Rights Summary**

**Goods bought in our showroom / shop:**

What Are Your Consumer Rights?

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product, you’re entitled to the following:

Up to 30 days
If your goods are faulty, you can get an immediate refund.

Up to 6 months

If it can’t be repaired or replaced, then you’re entitled to a full refund in most cases.

Up to 5 years
If the goods do not last a reasonable length of time, you may be entitled to some money back.

You DON’T have a legal right to a refund or replacement just because you change your mind. BUT… please ask us about our returns policy as we may be able to help in-store.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

**Services paid for in our showroom / shop: What Are Your Consumer Rights?**

The Consumer Rights Act 2015 says:

* + You can ask us to repeat or fix a service if it’s not carried out with reasonable care and skill or get some money back if we can’t fix it.
	+ If you haven’t agreed a price beforehand, what you’re asked to pay must be reasonable.
	+ If you haven’t agreed a time beforehand, it must be carried out within a reasonable time.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

**Goods ordered at home: What Are Your Consumer Rights**?
The Consumer Contracts Regulations 2013 say:

Up to 14 days
After receiving your goods, in most cases, you can change your mind and get a full refund.

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product, you’re entitled to the following:

Up to 30 days
If your goods are faulty, you can get a refund.

Up to 6 months

If it can’t be repaired or replaced, then you’re entitled to a full refund in most cases.

Up to 5 years
If the goods do not last a reasonable length of time, you may be entitled to some money back.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

**Services ordered at home:  What Are Your Consumer Rights?**

The Consumer Contracts Regulations 2013 say:

In most cases, you can cancel within 14 days. If you agree the service will start within this time you may be charged for what you’ve used.

The Consumer Rights Act 2015 says:

* + You can ask us to repeat or fix the service if it’s not carried out with reasonable care and skill or get some money back if we can’t fix it.
	+ If a price hasn’t been agreed upfront, what you’re asked to pay must be reasonable.
	+ If a time hasn’t been agreed upfront, it must be carried out within a reasonable time.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

**Digital content - What Are Your Consumer Rights?**

The Consumer Contracts Regulations 2013 say:

* + You have a 14 day right to change your mind and get a full refund on your digital content. You do not have this right to cancel once a download has started provided you have been told this and have acknowledged this.
	+ The Consumer Rights Act 2015 says digital content must be as described, fit for purpose and of satisfactory quality.
	+ If your digital content is faulty, you’re entitled to a repair or a replacement.
	+ If the fault can’t be fixed, or if it hasn’t been fixed within a reasonable time and without significant inconvenience, you can get some, or all of your money back.
	+ If you can show the fault has damaged your device and we haven’t used reasonable care and skill, you may be entitled to a repair or compensation.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

**RETURNS REQUEST FORM**

**You must complete all sections of this returns form and email the completed form to:**

**returns@johnpreston.co.uk**

**On receipt of the completed form, if your returns request meets the terms of our Returns Policy;**

* **We will provide you with a Sales Order Return Number which must be included in writing along with your package when sent back to us (you can note this at the top of the completed and printed form)**
* **This completed form must also be printed and included within your package that is being returned.**
* **The Decontamination information must also be completed, printed and included with your product.**
* **Failure to do so will prevent processing of your return request.**

**Step 1**

|  |  |
| --- | --- |
| The product I wish to return is a custom-made device, hygiene or used product | **YES / NO** |

**Only proceed to Step 2 if your above answer is NO**

**Please refer to our Returns Policy for additional information**

**Step 2**

|  |  |
| --- | --- |
| **Reason for Return** | **Tick one option** |
| I am within 14 days of receiving the product and the item is unsuitable.  |  |
| I am within 14 days of receiving the product and the item is no longer required. |  |
| I am within 30 days of receiving the product and the item is faulty. |  |

**Your Details**

|  |  |
| --- | --- |
| Your name: |  |
| Your contact telephone number: |  |
| Your email address: |  |
| Sales order number:*This will be on your delivery note or web confirmation email* |  |
| Item being returned: |  |
| If item unsuitable – please give a detailed description of unsuitability: |  |
| What is your requirement?*Please circle* | Refund | Replacement item | Alternative Item |
| Confirmation product has not been used. *Please circle* | This product has not been used.  This product has been used. |

 **Please note that it is your responsibility to have the items returned to us in a reasonable condition. Once the items have been returned, we will inspect the conditions of the items before proceeding with the Returns Procedure.**

**Items should be returned to:
John Preston Healthcare**

**Unit 2, Blaris Industrial Estate, Altona Road, Lisburn, Northern Ireland, BT27 5QB**

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**For office use only:**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| **Item received:** |  |  |
| **Item inspected:** |  |  |
| **Original packaging included:** |  |  |
| **Item in resalable condition:** |  |  |
| **Return to stock:** |  |  |

 **Store Manager Signature: ……………………………………………………**