

# RETURNS FORM



Account Name			
Address			Post Code
Tel			
Email			
Order Number		Order Date	

Qty	Product Code	Description	Reason Code	Reason for Refund Codes
				1 - Ordered multiple variants
				2 - Arrived too late
				3 - No longer needed
				4 - Faulty/poor quality item*
				5 - Incorrect item received
				6 - Incorrect item ordered
				7 - Parcel damaged on arrival

#### \*Faulty or mis-sent items:

- If you have received any faulty or incorrect items please contact our customer care team on **01535 656312** to report the issue within **48 hours** of receiving the order.
- A collection will be arranged along with either a refund or replacement of the reported items.

#### All other returns:

- Should be made within **30 days** of the initial order being received. Please complete the form above – including your order number – and make sure it is enclosed and returned with your parcel.
- Use the address labels below. We also recommend using a recorded service when returning any items.
- A collection can be arranged on your behalf through our customer service team and is **£11 +vat per parcel**. This can be deducted from your refund.
- We aim to process all refunds within **5 working days** of receiving any returned items.
- Due to supplier charges, a re-stocking fee may apply to certain non-faulty items. Please check with our customer care team before returning.

Our full returns policy can be found at: <https://www.bluemshop.co.uk/delivery-returns>

**Bluem UK**  
**Swallow Dental Supplies Ltd**  
**Unit 5, Marrtree Business Park**  
**Ryefield Way, Silsden**  
**BD20 0EF**

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