

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.
- Please ensure items are returned unopened and in original packaging. If items are not returned in a re-saleable condition, a re-stocking fee may apply.

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
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