



Product Return Authorisation Form

Customer Name: _____

Return Reported: *Email / Telephone* (Circle relevant option)

Customer Address: _____

Date Reported: _____

Customer Account Number: _____

Return Reference: _____

Date of Return: _____

Product Name	Invoice number	Invoice Date	Product Code	Expiry Date	Batch Number	Credit/Exchange/Disposal

For returns policy, please see overleaf.

Avail Group UK Ltd | Tel: 01243 830650 | Email: Info@availgroup.uk

Unit B, Princes Drive Industrial Estate, Kenilworth, CV8 2FD



Avail Group UK Returns policy.

Conditions of Returning Goods

- A.** All returns must be reported to our Customer Services prior to return, and a Return Reference number acquired.
- B.** A '**Product Return Authorisation Form**' must accompany all items being returned. All details requested on the return form must be completed in full. Failure to not complete a '**Product Return Authorisation Form**' as requested, may result in a delay or our being unable to grant credit.
- C.** All goods that you wish to return must be:
 - Reported within **3** days of delivery.
 - Received back to Avail Group UK within **14** days of reporting.
- D.** We reserve the right to refuse credit on goods which:
 - Are time expired.
 - Are in a condition which renders them unfit for resale. This includes goods being used, out of their original packaging, broken security seal, damaged or soiled (including prescribing labels attached) upon return.
- E.** Missing stock must be reported within **24 hours** of receipt of goods.
- F.** Returns of recalled goods should be returned on a separate '**Product Return Authorisation Form**', alongside a '**Recall Traceability Form**'.
- G.** Goods that were supplied within a multibuy deal, must be returned in full to receive full credit.
- H.** If goods are being returned due to an error or fault of Avail Group UK, then we will arrange a next day collection via DPD.
- I.** If goods are being returned due to error or fault of the customer, then the customer must arrange to return the goods via a tracked postage method. Avail Group UK Ltd cannot be held responsible for any loss or damage in transit that results from a customer arranging their own return.
- J.** Special obtain items, cold chain and face protection products are **non-returnable**, due to MHRA regulations and infection control.

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