

## **Direct Despatch**

Orders once received will be processed on day of arrival and delivery should reach the end customer within 5 days of receipt of the order.

Small items are despatched using our nominated carrier and delivery is to the door of the designated address. The carriers will attempt to deliver two times before it is returned back to us.

Larger items that have been identified as requiring delivery and assembly are delivered to the customer within 10 working days of receipt of the order. This lead time reflects the fact that we cover most of the UK, mainland only and the goods go out on a planned route. Our specialist two-man delivery team deliver them. The team will call the customer a couple of days before they plan to deliver the item to ensure that it is convenient and they will notify them if the delivery will be am or pm. Normally we try to provide a 2-3 hour time slot.

When the delivery takes place the customer is shown how to assemble the said item and shown how to operate the item. The 2-man delivery company completes a checklist and the customer is asked to read it and sign to say they are happy with the product demonstration and the goods are in perfect working order. As part of this service any packaging is taken and disposed of us by ourselves. A copy of this sheet is sent to Drive DeVilbiss Healthcare Ltd and filed in case any information is required for future reference.

## **Warranty/Faulty product Claims**

Any claim for warranty of smaller DD lines need to go via your own customer services department who should then contact Drive DeVilbiss Healthcare Ltd. Depending on the claim being made we would either supply the required part or replace the item in full. We require the customer order no and also post code to check this on our system.

Warranty claims for the items delivered via our two-man delivery team can be made directly with ourselves. Your customers will be required to give us their postcode a contact phone number and details of the item they have and the problem they are experiencing. This information will then be passed onto the two man delivery/engineering team who will book it into there schedule and attend to the fault within 10 days of notification.

## **Cancellations**

All cancellations should be notified to the mail order team at Drive DeVilbiss Healthcare Ltd. The team will then check to see if the order is still at our Shelf despatch warehouse. If it is the order will be cancelled and e-mail will be sent to your company to confirm this cancellation has been carried out.

If the order has been despatched via our carrier then we will advise you of this by E-mail and would instruct you to ask your customer to refuse the delivery. The item will then be returned to us. Please be advised that on receipt of the item a credit will be issued less the cost of the outgoing carriage charge.

## **Returns**

Any returns need to be authorised by the mail order team at Drive DeVilbiss Healthcare Ltd. If you require us to collect individual items we will need to be advised of the original order number, and the reason for return. The details relating to this request will be logged and a returns authorisation number will be issued. A charge of £12.00 per return is applied to returns done in this way to cover our costs of collection.

If you are prepared to arrange your own collections and return items in bulk to Drive DeVilbiss Healthcare Ltd you will still need to obtain a returns authorisation number from the mail order team, but we will only require you to advise us of the items and the quantity being returned.