

**From 6 May 2020, NWOS is able to accept the return of products which are ordered in error (subject to the exclusions set out at point 4 below).**

**Please note:**

- **the return of products ordered in error will only be accepted for orders placed from 6 May 2020 and not for any orders before this date; and**
- **we are unable to accept the return of Personal Protective Equipment (PPE) products ordered in error.**

**Please ensure that you continue to check your orders carefully before transmission.**

# North West Ostomy Supplies (NWOS)

## Returns Policy

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### 1. NWOS Appliance Partnership orders

Any surgical items supplied by NWOS under the NAP agreement are subject to the returns provisions set out in the [NAP Terms and Conditions](#).

### 2. When can I return products?

Products may be returned to NWOS: (i) if we make an error in delivery, (ii) deliver damaged or faulty products (see below), (iii) where the product is subject to a recall or (iv) subject to the conditions below, if you make an order error.

### 3. How do I return an item?

The easiest way to return an item is to do this by contacting the NWOS customer service team 0800 3167117 option 2 or [nwos.customerservice@nwossurgical.co.uk](mailto:nwos.customerservice@nwossurgical.co.uk).

The team will provide you with the information regarding the returns process and how to complete the return of goods. All goods returned to NWOS will be issued with a returns reference. All goods received from NWOS are shipped with a unique returns label inside the package.

You must package up the goods securely with a copy of the paperwork received with the goods placed inside the package. On the outside of the package you place the returns label and the returns reference issued.

**All products must be kept in the storage conditions appropriate for that product until collection.**

### 4. Are there any products that cannot be returned?

You cannot return to us the following types of products:

- specials (non-stocked and unlicensed surgical items);
- any made to measure garments;
- customised appliances; or

- Personal Protective Equipment (PPE), being disposable gloves, aprons, coveralls, gowns, masks, eye and face protection.

#### **5. How long do I have to return products that I have ordered in error or where Alliance Healthcare has made an error?**

The NWOS customer service team will provide you with a returns date to hand over the package to the delivery driver. All products to be returned to NWOS should be authorised by the NWOS customer service team no later than three working days from receipt of the goods.

#### **6. Returning Faulty or Damaged Products**

You may return at any time a product that has been returned by a patient as faulty. Contact the NWOS customer service team who will issue the returns number. All faulty and damaged products should be returned with a note outlining the details of the Fault/Damage.

#### **7. Can I return products ordered in error?**

You can return certain products you have ordered in error (subject to the exclusions described above) but the return will be subject to a 10% surcharge based on the full value of the credit.

*Example:*

You return surgical items with a value of £60. The returns surcharge will be £6. This will be debited from your returns credit.

*[Products exempt from the ordered in error surcharge](#)*

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The ordered in error surcharge does not apply to products purchased from NWOS that are ordered through the NAP Scheme.

#### **8. Recalls**

Surgical items supplied to you by NWOS which are recalled by the manufacturer, product licence holder or regulatory authority will be accepted by NWOS in line with the specific instructions given at the time of the recall (these will be available on the NWOS website). Alternatively you can contact the NWOS customer service team who will provide the details regarding returning these products.