

To enable us to continue to deliver to you efficiently during this challenging time, **we have temporarily changed our returns policy**. From Monday 23 March 2020 we will not be accepting the return of products which are ordered in error. During this period, to minimise the impact of this essential change, please check your orders carefully before transmission. Thank you for your understanding and on-going support.

# 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) or (iii) where the product is subject to a recall.

### 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. How long do I have to return products 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.

### 5. 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.

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

We are not able to accept return of products which you order in error or where you change your mind.

You must not return such products to us. If you return products to us which you have ordered in error or where you have changed your mind:

- by returning them you agree that ownership of those products will not pass to you when you pay the relevant invoice; and
- we reserve the right to return resalable products to our stocks and sell them without accounting to you for the proceeds; and
- unless we agree otherwise with you in advance of you making the products available for collection or otherwise returning them to us, you will not receive a credit for these items and must still pay for them.

## **7. 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.