

RETURNS ADVICE NOTE

Non damaged products must be **returned within 30 days of the invoice date for a credit to be issued**. They should be packed in the original delivery box or similar box to protect from damage during transit (jiffy bags are not suitable for returns and may not be accepted). Returns should be unopened and sealed (as delivered), in 'as new' condition and accompanied by a copy of either the invoice or delivery note. Goods received damaged should be notified within 3 days of receipt. Products over 30 days of the invoice date can be exchanged within 12 months from the date of purchase. Product Exchange Forms can be downloaded from www.dentsplysirona.com/en-gb/help/terms-and-conditions.html. Returned products will only be accepted if they have at least 15 months shelf-life remaining.

HOW TO MAKE YOUR RETURN

1. Complete details in the table overleaf, including reason code
2. Enclose Delivery note or copy of original Invoice with the Returns Advice Note
3. Address parcel to:

Implants Returns Department
Dentsply Sirona
Building 3
The Heights
Weybridge
Surrey
KT13 0NY

Please supply your email address below if wish to receive confirmation that we are in receipt of your return:

RETURNS CODES FOR RETURN

- 01 Incorrect items received
- 02 Duplicated order
- 03 Ordered in error (Customer)
- 04 Ordered in error (Territory Sales Manager)
- 05 Ordered in error (Customer Service)
- 06 Over ordered (Customer)
- 07 Goods received damaged
- 08 Surplus to requirements
- 09 Goods no longer required due to late delivery error
- 10 Other - please give reason in comments box

Additional Comments:

