

# Returns Policy - PRAFO

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## Policy Purpose

Our Company Returns Policy for PRAFO describes how we will handle return requests for any of the products under the PRAFO Range. There are varying terms depending on whether your product is Unwanted, Incorrect or Faulty. Please refer to the particular sections below.

The Company, Anatomical Concepts UK Ltd, is referred to as ACUK below.

## Scope of Returns - In Brief

### Unwanted Items

Unwanted items that were correctly supplied by ACUK will be exchanged or refunded provided that they are returned to us within 28 days of delivery.

### Incorrectly Supplied Items

ACUK will replace or refund items, which have been incorrectly supplied, provided that we are notified in writing or by telephone within 3 working days of delivery.

### Faulty Items

If after purchase a fault appears within the first 6 months, please contact us immediately. Items with faults due to defective manufacture and not caused by accidental damage, misuse or fair wear and tear must be returned to ACUK and will be replaced.

## Scope of Returns - In Detail

### Unwanted Items

You have 28 calendar days from the date you received your order to return the item(s) to us. Within this period you do not need to give us a reason for cancelling your order.

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging.

If your order is eligible, you can return your product for account credit, replacement, or a refund to the original payment method. Your preference should be stated on your returns form/email.

Shipping costs for unwanted items will not be refunded.

You must cover the cost of return.

### How to Return an Unwanted Product

- Please inform us that you would like to make a return by emailing [orders@anatomicalconcepts.com](mailto:orders@anatomicalconcepts.com) or calling 0141 628 8222. From this notification you will have 14 days to return the product.
- Complete the Returns Form as fully as possible. You must include our Invoice Number or Your Purchase Order number. The form is included with your boxed order. It is also available to download from our

website: [anatomicalconcepts.com/support](https://anatomicalconcepts.com/support) or by emailing [orders@anatomicalconcepts.com](mailto:orders@anatomicalconcepts.com)

(If you inform us of your intent to return we will email this automatically)

- Repackage the items and post with the Returns Form to:  
Unit 18, Block 6 Trading Estate, Third Road, Blantyre, G72 0UP
- Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you of the status of your refund after inspecting the item. We reserve the right to reduce any refund if the item's value has been diminished by the way it has been handled by you as the customer.
- If your return is approved, we will issue your credit / replacement / refund as requested within 5 working days. (If you have chosen a refund to your credit/debit card, it may take a further 3-5 days to appear on your card depending on the issuer)

### **Incorrect Items Received**

If we have made a mistake and sent you the incorrect item you have 14 days from receipt of the item to inform us of this mistake. We will retrieve the incorrect item and replace with the correct item, or refund your order.

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging.

We will cover the costs of product recovery.

A full refund will be given if you choose not to replace the item with the correct one.

### How to Inform us of an Incorrect Order

- Please inform us of our mistake by emailing [orders@anatomicalconcepts.com](mailto:orders@anatomicalconcepts.com) or calling 0141 628 8222.  
Please have our Sales Order / Invoice number or your PO Number for reference.
- Complete the Returns Form as fully as possible. You must include our Invoice Number or Your Purchase Order number.  
The form is included with your boxed order. It is also available to download from our website: [anatomicalconcepts.com/support](https://anatomicalconcepts.com/support) or by emailing [orders@anatomicalconcepts.com](mailto:orders@anatomicalconcepts.com)
- Repackage with the Returns Form. We will provide you with a postage paid label to return the item to us at our expense, under the shipping method that we authorise. (Usually a courier collected service)

Replacement:

- If you choose to have the correct item sent to you we will dispatch this to you on the same day (if before 2pm) or the following working day (if after 2pm) that you notify us of the error, as long as the item is in stock. We will inform you if there may be a delay due to the item being out of stock.
- Once we receive your return item, we will inspect it and notify you that we have received your returned item. We reserve the right to reduce any refund if the item's value has been

diminished by the way it has been handled by you as the customer.

Refund:

- Once we receive your item, we will inspect it and notify you that we have received your returned item and immediately notify you of the status of your refund after inspecting the item. We reserve the right to reduce any refund if the item's value has been diminished by the way it has been handled by you as the customer.
- When your return is approved, we will issue your credit / refund as requested within 5 working days. (If you have chosen a refund to your credit/debit card, it may take a further 3-5 days to appear on your card depending on the issuer)

### **Faulty / Damaged Items**

If the item arrives damaged, including as a result of courier mishandling, you must inform us within 3 days of receipt of the items and we will arrange an immediate replacement.

We will repair or replace any defective item within 6 months of the date of receipt of your order.

- Please inform us that your order is damaged/faulty by emailing [orders@anatomicalconcepts.com](mailto:orders@anatomicalconcepts.com) or calling 0141 628 8222.
- Repackage the item. We will provide you with a postage paid label to return the item to us at our expense, under the shipping method that we authorise. (Usually a courier collected service)
- We will dispatch a replacement or part for repair (if it can be repaired by you) to you on the same day (if before 2pm) or the following working day (if after 2pm) that you notify us of the error, as long as the item is in stock. We will inform you if there may be a delay due to the item being out of stock.
- If the item must be repaired by ACUK, we will inform you of its arrival, inspect, and inform you of the status of repair within 3 working days. If it cannot be repaired a replacement item will be dispatched.