



Ambient Product Return Authorisation Form

Customer Name: _____ Account Number: _____

Return Reported by: *Email / Telephone* (Circle relevant option)

Return Reference: _____ Date Reported: _____

Customer Address: _____

Date of Return: _____ Method of Return: _____

Invoice Number: _____ Invoice Date: _____

Product Name & Strength	Product Pack Size	Product Code	Expiry Date	Batch Number	Qty to return	Credit/Exchange/ Disposal	Reason for return

i. I confirm that all products have been stored & returned within the recommended ambient storage temperature of 8°C & 25°C.

ii. I confirm that all products are in their unopened & undamaged packaging, are in good condition, unsoiled and have not expired.

For returns policy, please see overleaf.

Signed: _____ Print: _____

Date created	Created by	Version:	Review Date:	Relates to SOP:
January 2024	K Gaughan	1.0	July 2024	6 - Customer Returns

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Conditions of Returning Goods

- A.** All returns must be reported to Avail Customer Services prior to return, and a return reference number acquired.
- B.** A '**Product Return Authorisation Form**' must accompany all items being returned with all details requested on the return form being completed in full.
Failure to not complete a '**Product Return Authorisation Form**' as requested, may result in a delay or our being unable to grant credit.
- C.** All goods that you wish to return must be:
- Reported within **3** days of receipt.
 - Received back to Avail Group UK within **10** days of reporting.
- D.** Missing & damaged stock must be reported within **24 hours** of receipt of goods.
- E.** We reserve the right to refuse credit on goods which:
- Are time expired.
 - Are in a condition which renders them unfit for resale. This includes goods being opened, used, out of original packaging, broken security seal, damaged, soiled (including prescribing labels attached) or stored/handled/transported outside of the storage requirements.
- F.** Returns of recalled goods should be returned on a separate '**Product Return Authorisation Form**', alongside a '**Recall Traceability Form**'.
- G.** Goods that were supplied within a multibuy deal, must be returned in full to receive full credit.
- H.** If goods are being returned due to an error or fault of Avail Group UK, then we will arrange a next day collection via DPD.
- I.** If goods are being returned due to the error or fault of the customer, then the customer must arrange to return the goods via a tracked postage method. Avail Group UK Ltd cannot be held responsible for any loss or damage in transit that results from a customer arranging their own return.
- J.** Special obtain items, cold chain and face protection products are **non-returnable**, due to MHRA regulations and infection control.

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