

**ORDERING INFORMATION**

Please provide the following information when ordering:

- Name
- Telephone number
- Account number (if applicable)
- Delivery & invoice addresses
- Delivery method required (i.e. standard or next day)
- Order number
- Product codes with descriptions and quantities required

Confirmation orders must be marked clearly to avoid duplication.

STANDARD CONDITIONS OF SALE	
Product Descriptions	Product descriptions are subject to alteration without notice and are not binding. Specifications are only intended to represent the type of goods offered. Design improvements may not be detailed within the description.
Prices	Prices are subject to VAT, and alteration without prior notice. We reserve the right to invoice goods at ruling prices on the date the order is received. Prices shown on any Henleys literature are correct at date of print.
Quotations	All offers, written or verbal, are valid for 30 days unless otherwise specified. The right is reserved to amend any accidental errors.
Minimum Order Value	Our minimum goods value requirement per order is £30 (excluding VAT).
VAT	We are no longer able to offer VAT exemption for members of the public. VAT exemption forms may still be accepted for charitable funds.
Certificate of Conformance	Henleys Medical Supplies Ltd. operates a quality management system under ISO 13485:2016, covering all items manufactured by Henleys Medical Supplies Ltd., and all of our medical devices also conform to the Medical Device Directive 93/42/EEC and/or the Medical Device Regulation EU 2017:745 as applicable. As such, customers can be assured that all items manufactured by Henleys Medical Supplies Ltd. are made in accordance with relevant specifications and regulations. As standard, a certificate of conformance statement is present on despatch notes for items manufactured by Henleys Medical Supplies Ltd.
Handling & Delivery	UK Mainland (including IoW) - A handling/delivery charge at the rate applicable on the date of despatch (currently £8.45) will apply to any consignment below a specified goods value, which is currently £200 excluding VAT. Above this value, there is no charge, unless an upgraded delivery service is required. Off Mainland – A handling/delivery charge at the rate applicable on the date of despatch (currently £18) will apply to any consignment below a specified goods value, which is currently £300 excluding VAT. Above this value, there is no charge, unless an upgraded delivery service is required.
Delivery of Goods – Standard Delivery	Following receipt of order, our standard delivery to UK Mainland is normally within 3 working days and off UK Mainland 5 working days, subject to stock availability.
Next Day Delivery	Next day delivery is available for an additional cost. In order to qualify for next day delivery, orders must be received by 12pm. Goods are only delivered on working days (Monday-Friday).
Damaged Delivered Goods	Claims must be made verbally within 2 working days from delivery and confirmed in writing. If damage is evident upon delivery of the consignment, the carrier's delivery document should be endorsed accordingly. Goods and packaging should be retained for inspection.
All Other Claims	Claims should be made verbally within 21 days of despatch, and confirmed in writing.



Payment Methods	We accept payment via bank transfer and most forms of credit or debit cards. We do not accept American Express. Please note that we are no longer able to accept cash or cheques as payment.
Payment of Accounts	Credit is available on application subject to approval.

RETURNED & REPLACEMENT GOODS POLICY

RETURNED GOODS: Goods are accepted back for credit at the discretion of our Purchasing Manager, but the following policy generally applies.

Requests for the return of goods must be made within 21 days of delivery.

Items will not normally be accepted back for credit if:

- The product is not a stock line (i.e. purchased specifically to fulfil an order)
- Quantities involving a special products run or customised items

If the order requirements fall into any of these categories, we may request signed acknowledgement before the order is processed.

Items will be accepted back for credit, irrespective of value, if:

- Goods have been supplied in error by Henleys Medical Supplies Ltd
- Goods are faulty

If the goods have been ordered in error by the customer the items must be stock lines, returned in a saleable condition, and are not exceeding a total value of £500. Due to conditions imposed by manufacturers, a handling charge (minimum 10%) may be deducted from the value of the returned goods, at the discretion of our Purchasing Manager.

Our Customer Care Team will advise you of where goods should be returned to. A copy of the original despatch note should accompany the goods. If required, a collection can be arranged, but it will be charged at cost if due to a customer error.

Please contact our Customer Care Team on 01707 385226 or customercare@henleysmed.com for further information or support.

Henleys Medical Supplies Limited is registered in England Reg.452882

Registered Office: Brownfields, Welwyn Garden City, Herts, AL7 1AN

VAT Registration No. GB 229 2540 68

WEEE Producer Registration No.WEE/BD0043SY