

Refund & Returns Policy

All claims for returns, regardless of their nature, must be made either by telephone (01903 726161) or email (info@tendercareltd.com) within the required timescale.

Returning unwanted goods

Bespoke or specially manufactured items are not eligible for return.

We are happy to refund any unwanted item (other than the bespoke or specially manufactured items mentioned above) provided you notify us within 14 days of receiving your order. You then have a further 14 days from the date you notified us to return the item to us. Your order must be undamaged, unused and in its original packaging. If the goods are not returned in the original packaging a deduction may be made off any refund. Any refund will incur a deduction in respect of the original charges incurred by ourselves for sending the item to you, even if this cost has not been shown on the original invoice.

All costs of returning unwanted items are to be covered by the purchaser.

We would recommend using a courier service with adequate insurance to cover the replacement costs in case the item becomes lost or damaged in transit. Please be advised Tendercare Ltd is not liable for your return whilst it is in transit to us. If your item is damaged in transit or lost, claims of this nature should be made to your chosen courier. We would recommend checking with your courier the specifics of their loss/damage compensation policies before sending.

Returns should be sent to Tendercare Ltd, Unit 10 Minster Court, Courtwick Lane, Littlehampton, BN17 7RN.

If you do not have access to arrange a courier or would prefer for Tendercare Ltd to arrange collection, we are happy to do so but this cost would be deducted from your refund amount. We will advise you of this cost before collecting and would need your agreement in writing before we arrange any collection.

Refunds will be issued within 14 days of receiving your return.

Once your item has been fully inspected and following successful inspection, Tendercare Ltd will issue a refund. Refunds will only be made to the original person or company that placed and paid for the item. Refunds to a company, e.g. NHS Trusts, will be by way of a credit note. Refunds to a private individual will be made either by bank transfer or by a card refund (if a card payment was the original method of payment).

No refund will be given for any item which is not received in an "as new condition".

This does not affect your statutory rights.

Return/Replacement of incorrectly received/damaged goods

Incorrectly received goods or damaged goods must be advised within 2 days of receipt. Failure to report within the required time scale may affect any claim.

All orders are despatched with a detailed delivery note which includes but is not limited to the following information:

- Part code
- Description of goods
- Quantity, order number
- Delivery address
- Client/patient identification number/name (if applicable).

This information enables the receiver of the goods to be able to check and confirm they have received the correct item and correct quantity. It is the responsibility of the person taking delivery of the items to ensure items received match the delivery note.

All delivery notes are marked with the below comment:

“Any shortages or damages must be reported within 2 days of delivery. To comply with the terms and conditions of our forwarder, all original internal and external packaging must be kept and a photo of the consignment label must be emailed to us to support any claim, without this the courier will not accept any form of liability”

This comment is to ensure goods are receipted within a timely manner and details the procedure required for reporting damaged or incorrectly received goods.

Goods which have been incorrectly received will be replaced.

Missing items will be sent.

Damaged goods

In accordance with the terms and conditions of our courier, we have detailed their conditions for claims for damage on all delivery notes.

See Below:

“Any shortages or damages must be reported within 2 days of delivery. To comply with the terms and conditions of our forwarder, all original internal and external packaging must be kept and a photo of the consignment label must be emailed to us to support any claim, without this the courier will not accept any form of liability”

Our delivery note details the requirement to keep all internal and external packaging, provide a copy of the consignment label as stuck on the outer packaging and evidence of the damaged item.

Without this information, our courier will not accept any liability for damage.

Any claim for damages must be supported by this information and photographic evidence provided initially to support your claim. We reserve the right to request the physical evidence.

This does not affect your statutory rights.