

ORDER FORM



Customer Details

Name _____
 Address _____

 Postcode _____
 Tel No. _____
 Email: _____

Delivery Details (if different from customer details)

Name _____
 Address _____

 Postcode _____
 Tel No. _____

Product Code No.	Description	Size	Colour	Qty	Price Each	Total £

*Your order will be dispatched by post or courier. Items are normally delivered within 7 working days. Delivery is £4.99 for orders under £50 and free for all orders above £50 within the mainland UK.

Sub Total	
Delivery & Packaging	4 99*
Grand Total £	

Exchanges and refunds policy is printed on the back of this order form.

Payment Method

- I enclose a cheque/postal order for £ _____ or
 Please charge my Credit/Debit Card for the items above Master Visa Switch

Please quote the following information from your card:

Card Number:

Valid From: Month Year
 Expiry Date: Month Year

Security Number: This is the last 3 digits on the reverse of your card
 Issue Number:

Signature _____ Date _____ Postcode _____ (Card holder)

Can I claim VAT relief?

If you have a chronic illness or disability you can qualify for VAT relief. VAT relief is controlled by HM Revenue & Customs and applies only to those products where we show 'excluding VAT' prices. To qualify for VAT relief you must submit your declaration at time of ordering. It is an offence to make a false declaration. Please complete this section if you are eligible, in which case you pay the excluding VAT price plus Delivery & Packing Costs. I (name) _____ of address shown above declare that I am disabled/chronically sick (delete as required) by reason of: (please provide your condition)

The goods I am received are being provided for my personal use and I claim VAT relief accordingly.

Signed: _____ Print Name: _____

General Enquiries: If you have a query you can contact our friendly customer service team on 0800 012 4257

Please complete and return to:

Local Mobility, Unit 2-3 Commonwealth Close, Leigh Business Park, Lancashire WN7 3BD

EXCHANGES AND REFUNDS

We want you to be happy with your purchase. If you are not, products can be returned with proof of purchase and we will exchange or refund. Items must be returned within **7 days of delivery**.

REFUNDS

We will provide a full product refund including any VAT paid on the goods purchased. Postage costs for dispatching and returning goods are non refundable. We will refund you as soon as possible, but usually within 10-14 working days of goods being received by Local Mobility UK.

EXCHANGES

We will dispatch the goods chosen in exchange for no extra cost as soon as the return is processed. If the price differs in value a customer service advisor may contact you when processing your exchange on the contact number provided when you placed your original order. If you wish to change this please include this.

PRODUCTS EXEMPT FROM REFUNDS OR EXCHANGES

Some items may be exempt for hygiene reasons such as incontinence products, bathing aids, toileting aids, etc. Special order items such as products made to order are exempt from returns.

CONDITION OF RETURNS

It is important that any items returned are in unused condition, complete, including undamaged packaging. Failure to the above may result in the product being returned to you.

RETURNS POLICY

Our returns policy is in accordance with the Consumer Protection (Distance Selling) Regulations 2000. This does not affect your statutory rights, in relation to faulty or misdescribed goods, details of which can be obtained from Consumer Direct (the government's consumer advice helpline) or your local trading standards office.

HOW TO RETURN OR EXCHANGE PRODUCTS

Please follow the instructions below so that we can process your return as quickly as possible.

- *Always return the goods in the original condition, complete, including undamaged packaging.*
- *Fill in the reason for return with choice of refund or exchange. Please do not write any card details the monies will be automatically refunded onto the original payment method used to place the order.*
- *Indicate the quantity and/or the item(s) you are returning next to the items listed on the front of this delivery note.*
- *Enclose this completed delivery note in the package you are returning to us.*
- *Postage costs for returning goods are your responsibility and remain so until received by Local Mobility UK.*
- *Return to:*
Returns Dept, Local Mobility UK
Unit 3 Commonwealth Close
Leigh Commerce Park
Lancashire WN7 3BD

Please choose the reason(s) for returning the item(s) from the list below:

- Wrong size ordered in error
- Do not fit
- Received in error
- Poor quality
- No longer required/wanted
- Unsuitable
- Damaged Product*
- Faulty product*

Please indicate the nature of damage or fault:

Date:

- The goods are being returned for a refund
- The goods are being returned for a exchange

Goods required in exchange:

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