

## Our simple 4 step process – returns made easy

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### #1 Self-Arranged Return

Arrange a signed delivery back to Prime Comfort at your expense. Please keep proof of delivery.

### Prime Comfort Arranged Return

We can arrange collection at a convenient time. Please note collection fees apply (see overleaf).

#2 Call or email to let us know you would like to return your item(s) and how you will be returning (self-arranged or Prime Comfort collection).

Call us on 01476 560044

Email - [info@primecomfort.co.uk](mailto:info@primecomfort.co.uk)

### #3 Returns Info

Fill out and attach the Returns label prior to self-arranged/collection return.

Download from the following [www.primcomfort.co.uk/returns](http://www.primcomfort.co.uk/returns)

### #4 Return Completed

Once the goods are received, your refund will be processed within 14 days.

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### RETURNS LABEL

#### Returns Address:

Prime Comfort Ltd  
1 Market Place  
Grantham  
Lincolnshire  
NG31 6LQ

#### Reason for Return:

Not as described   
Too big   
Too small   
Wrong item supplied   
Not Suitable   
Damaged

#### Customer information:

Customer name: \_\_\_\_\_

Order Number: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Product(s) Returning: \_\_\_\_\_

Additional Information: \_\_\_\_\_

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**Returns collection Fee**

Orders under £40	£6.00
Daily living/Walking aids	£15.00
Manual wheelchairs/bathroom aids	£20.00
Mobility Scooter/Power chair	£50.00
Recliner Chair	£50.00
Bedroom aids	£50.00