

Our simple 4 step process – returns made easy

#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

#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

#4 Return Completed

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



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: _____

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