

VM3COP03.05

Procedures for customer returning goods on our UPS account number

Should a customer request a collection to return items (sent in error by Viamed or fault goods) to us using our UPS account this has to be agreed by management i.e. UK - Steve Nixon or Steve Hardaker, Export – Steve Nixon/Ryan Swaine.

Arranging Collection

1. Email customer an SRS number, including our UPS account number 9W9638 and return address – Viamed Ltd.,
Repairs Department SRS?????
15 Station Road,
Cross Hills, Keighley
BD20 7DT
2. Call UPS to arrange collection on behalf of customer – confirming our UPS account number 9W9638, full collection address and contact name & number at the collection point.

When arranging UPS collection **always** ask for the UPS collection reference. They do not offer to give you this but you must take a note of it otherwise it is difficult to track the collection and reason, if any, that the goods have not been collected or when they have been collected.

Customer Collection

The customer needs to complete the airway bill that the driver arrives with, they need to complete the UPS account details 9W9638 and return address:

Viamed Ltd.,
Repairs Department SRS?????
15 Station Road,
Cross Hills, Keighley
BD20 7DT

If the customer does not complete the UPS waybill, UPS will not collect – UPS only attempt collection three times and only charge when collection is successful.

If the customer has ordered the incorrect goods and would like to send them back, the above procedure is still the same, however when goods are returned we only credit the goods, no delivery charges are to be credited.

Lastly raise a second invoice for the collection of £10.00 (UK) or use the UPS calculator (Export).