

## Our simple 4 step process - Returns made easy

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### Contact Us

Call or email to let us know you would like to return your item(s) and how you will be returning (self-arranged or CareCo collection). We will then provide you with a returns number. Please remember to include this on the returns label.



Phone **0333 015 5000**



Email **cs@careco.co.uk**

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### CareCo Arranged Return

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



### Self Arranged Return

Arrange a signed return delivery back to CareCo at your expense. Please keep proof of delivery.

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### Returns Info

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

These are sent out with our deliveries but you can also download from the following webpage.

[www.careco.co.uk/returns](http://www.careco.co.uk/returns)

This helps speed  
up your return



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### Return Completed

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



**Please Note:** For all returns we request photographic evidence of your product prior to it being returned to assess the condition of the product. This will prevent delays with your return being processed.



## RETURNS LABEL

### Returns Address:

CareCo UK Ltd.  
1 Hawking Drive  
Great Notley  
Braintree  
CM77 7AY

### Customer Information:

Returns Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

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

Customer Postcode: \_\_\_\_\_

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

### Reason for Return:

No longer required

☐

Too big

☐

Too small

☐

Wrong item supplied

☐

Not suitable

☐

Too heavy

☐

Damaged

☐

Faulty

☐

Assembly Issues

☐

Other, please specify

☐