



Return and Postage Policy

Description

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When will my order arrive?

We aim to post all orders within 1 working day of receiving cleared payment. Orders are posted Monday-Friday – on the next working day. Orders placed after 5pm on a Friday will be processed the next working day.

We post using a Royal Mail Tracked or Signed For service (free delivery within the UK on all orders over £50. We also offer express service at extra cost.

Please allow 2-3 working days to receive your order.

International orders are posted via Royal Mail or Parcel Force and can take 1-3 weeks (paid delivery for international orders).

We will send you the tracking number so you can track your order.

If you need any assistance please do not hesitate to contact us by the following means: Call on 07448710704 or email at aksimsurgical@outlook.com.



How can I return an item?

Please call our Customer Services team on [0044 7448 710704](tel:00447448710704) to request a return.

If goods are unwanted, you are entitled to return them within 30 days of order delivery. Goods returned as unwanted must be in a condition suitable for resale, unused and inclusive of all original packaging, instructions, guarantee cards and accessories. All unwanted goods are returned at the customer's expense. We recommend that you use an insured, trackable courier as we cannot accept responsibility for items lost in the post. Returns may incur a restocking charge of 15% of the net price as per invoice and any transportation costs.

If goods are faulty on receipt, please call us on [0044 7448 710704](tel:00447448710704) and we will arrange for return and replacement of the goods, or credit at a sum equal to that which you paid for the goods.

If goods develop a fault within the first 5 days of use, please call [0044 7448 710704](tel:00447448710704) and we will endeavour to resolve the issue.

Please see our full terms and conditions of sale for more details.[/vc_column_text][/vc_column][/vc_row]