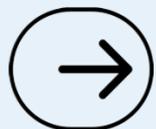




Request a Return

 [Let's get started](#)



Are your items eligible for return?



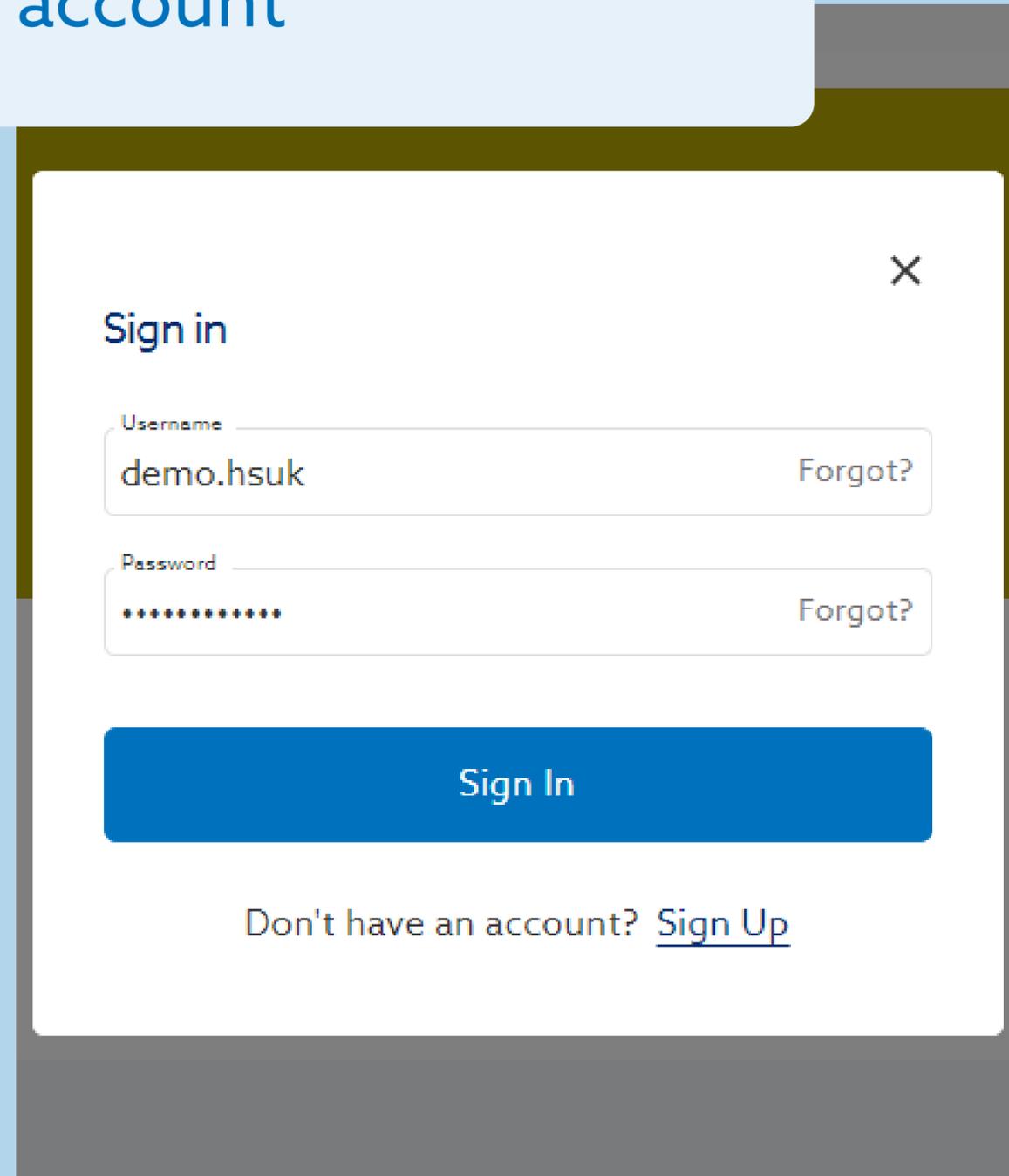
Some items are unable to be returned for the following reasons:

- **Past 30 days**
- **Restricted substances**
- **Hazardous item**

For more information, please refer to our Terms & Conditions, clauses 4 & 5.

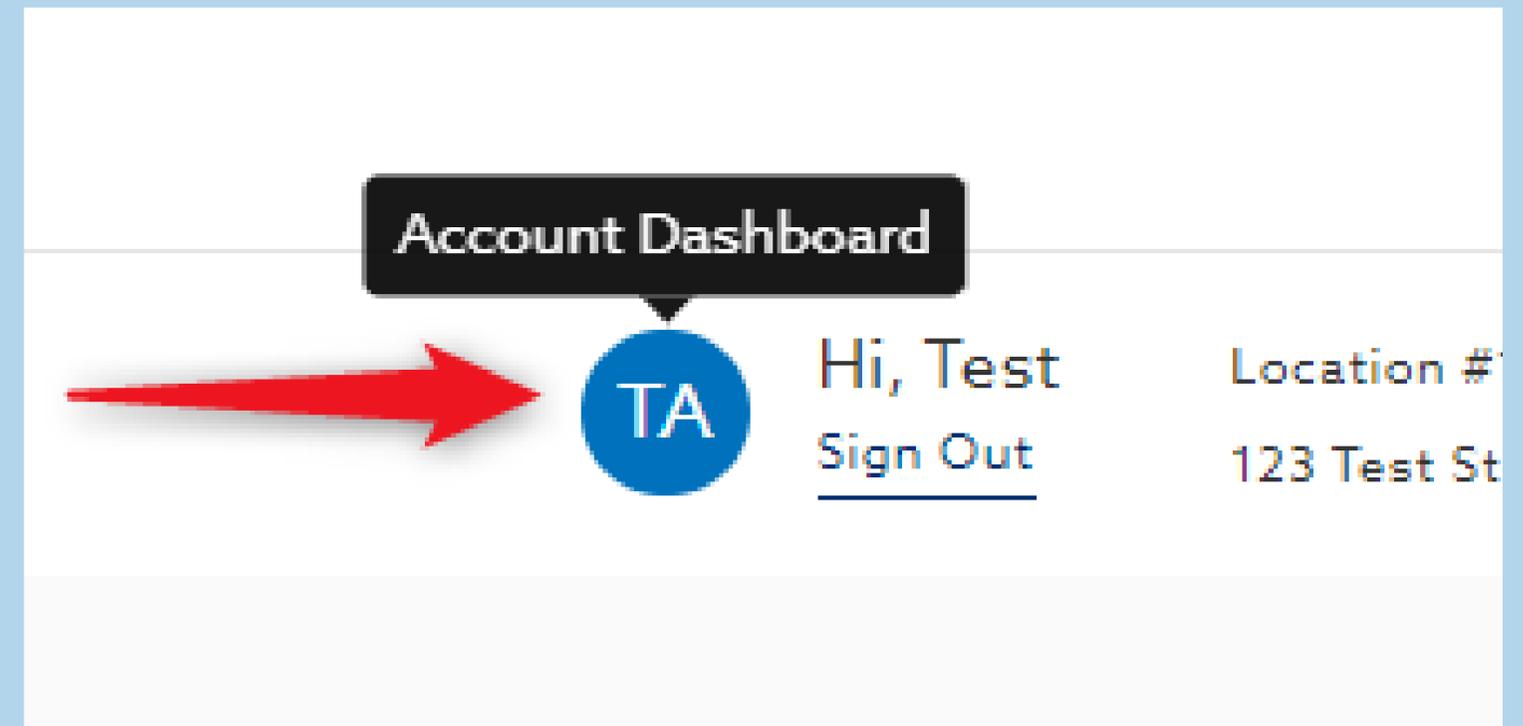


1. Sign in to your account



A screenshot of a sign-in modal form. The modal has a title "Sign in" and a close button (X) in the top right corner. It contains two input fields: "Username" with the value "demo.hsuk" and a "Forgot?" link, and "Password" with masked characters and another "Forgot?" link. Below the fields is a blue "Sign In" button. At the bottom, it says "Don't have an account? [Sign Up](#)".

2. Navigate to your Account Dashboard



A screenshot of an account dashboard. A black callout box labeled "Account Dashboard" points to a blue circular profile icon containing the letters "TA". A red arrow points from the left towards this icon. To the right of the icon, the text "Hi, Test" is displayed above a link "Sign Out". Further to the right, the text "Location #123 Test St" is visible.

Account Dashboard >

 **Orders & Returns**

 Statements & Payments

 Messaging Centre

 My Catalogues

 My Lists & Favourites

 My Organisation

 Budget Management

 My Reports

 Settings & Preferences

 Log Out

Contact Sales

UK Dental and Special

Account > Orders & Returns

My Returns

Summary of all returns that are in draft or submitted including if they are pending or complete for all locations you have been assigned. The returns represented were either requested by you or by another user in your organisation with similar location assignment. You can create a new return request online by clicking the "Request Return" button.

Submitted Orders

Unplaced Orders

Approvals

Returns

Item History

Future & Recurring

All drafts will be deleted 30 days after the invoice date.

[Request Return](#)

Search



Show 10 per page ▾

Total Results: 0 items



**3. Navigate to
Orders & Returns**

4. Select the Returns tab

-  Orders & Returns
-  Statements & Payments
-  Messaging Centre
-  My Catalogues
-  My Lists & Favourites
-  My Organisation
-  Budget Management
-  My Reports
-  Settings & Preferences
-  Log Out

Contact Sales

UK Dental and Special
Markets

My Returns

Summary of all returns that are in draft or submitted including if they are pending or complete for all locations you have been assigned. The returns represented were either requested by you or by another user in your organisation with similar location assignment. You can create a new return request online by clicking the "Request Return" button.

Submitted Orders Unplaced Orders Approvals **Returns** Item History Future & Recurring

All drafts will be deleted 30 days after the invoice date.

Show 10 per page ▾

Total Results: 0 items



[Request Return](#)

**5. Create a new return request by selecting
Request Return**

My Returns

Below you can view a list of all products that you have purchased that qualify to be returned. The list does not include products that were purchased more than 30 days ago, Restricted substances, or Hazardous items. You can switch the toggle below to view "non-returnable items". For more information, please refer to our Returns Policy.

Add Items to Return Cart

Create a "Returns Cart" by selecting the "Return Quantity" and "Reason for Return" for items being returned. Scroll down the page to see they have dropped into your returns cart.

Past 60 days Restricted substances Hazardous item

For more information, please refer to our [Return policy](#)

View Non-Returnable Items

Search Show 10 per page

Total Results: 4 items

Product	Purchased Date ▲	Invoice ▲	Item #	Order #	Return Qty.	Reason for Return
	06/04/2024		714662			 This item can not be returned View Policy
	06/04/2024		1189487			 This item can not be returned View Policy
	06/04/2024		094012			 This item can not be returned View Policy

By default, you are only able to see items **eligible** for return

There is a toggle switch to show **Non-Returnable** items

Add Items to Return Cart

Create a "Returns Cart" by selecting the "Return Quantity" and "Reason for Return" for items being returned. Scroll down the page to see they have dropped into your returns cart.

Past 60 days Restricted substances Hazardous item

For more information, please refer to our [Return policy](#)

View Non-Returnable Items

9880707

x



Show 10 per page

Total Results: 1 items

Product	Purchased Date ▲	Invoice ▲	Item #	Order #	Return Qty.	Reason for Return
 HS Disposable Toothbrush with Paste 100pk Qty:39	18/09/2024		9880707		- 1 + 25 available for returns	Reason for ... 

Easily locate items for your return request by utilizing the **search bar**

- Messaging Centre
- My Catalogues
- My Lists & Favourites
- My Organisation
- My Reports
- Settings & Preferences
- Log Out

Add Items to Return Cart

Create a "Returns Cart" by selecting the "Return Quantity" and "Reason for Return" for items being returned. Scroll down the page to see they have dropped into your returns cart.

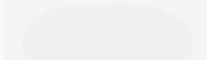
Past 60 days Restricted substances Hazardous item

For more information, please refer to our [Return policy](#)

View Non-Returnable Items

9880707

Total Results: 1 items

Product	Purchased Date ▲	Invoice ▲	Item #	Order #	Return Qty.
 HS Disposable Toothbrush with Paste 100pk Qty:39	18/09/2024		9880707		- 1 + 25 available for returns

- Received Damaged
- No Longer Required
- Customer Order Error
- Company Order Error
- Incorrect Item Received
- Incorrect Quantity Received

6. Add items to your return request by selecting a **Reason for Return** in the product's corresponding dropdown

Returns Cart ←

→ [Remove All](#) [Edit All](#)

Product	Purchased Date ▼	Invoice ▼	Item #	Order #	Return Qty.	Reason for Return	
 HS Disposable Toothbrush with Paste 100pk Qty:39	18/09/2024		9880707		1	Received Damaged Add Details	Edit Remove

[Cancel](#) [Confirm](#)

7. View items added and manage your return request by scrolling down to the **Returns Cart**

UK Dental and Special Markets
0800 023 2558
sales@henryschein.co.uk

Product	Purchased Date	Invoice	Item #	Order #	Return Qty.	Reason for Return
 HS Disposable Toothbrush with Paste 100pk Qty:39	18/09/2024		9880707		- 1 + 24 available for returns	Reason for ...

Received damaged

 HS Disposable Toothbrush with Paste 100pk £273 9880707 QTY:: 1

More details about your problem

Save

Cancel

Product	Return Qty.	Reason for Return	Edit
 HS Disposa Toothbrush Paste 100p Qty:39	1	Received Damaged <u>Add Details</u>	<u>Edit</u> <u>Remove</u>

Cancel Confirm

8. Provide additional information when trying to return a defective or damaged product

Finalise Return

Return Details

Account #

Pickup Date:

Return PickUp Location:

Requested By:

Email Address:

Return Labels:

There is one label per shipping box (9 max). Need more? Contact Customer service.

Items Included

Verify the products selected for return, Enter the required information, then click the submit button to see your return confirmation and shipping instructions. For more information, Please refer to our returns policy.

Product	Price ▼	Item Number ▼	Quantity ▼	Reason for return
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[Back To Request Return](#)

Items	Return Labels	Restocking Fees	Estimated Amount Credited
1	01	£0.00	£7.00

Cancel

9. Schedule your return pickup, view the estimated credit amount and **confirm** your return

Return Details

Account #

28/10/2024

Return PickUp Location:

Closed for lunch 1-2pm daily or closed from 12pm to 2pm on Fridays

Parcel collection between 9am and 5pm weekdays

Items Included

Verify the products selected for return, Enter the required information, then click the Confirm button to see your return confirmation and shipping instructions. For more information, please refer to our returns policy.

Product

Price



HS Disposable
Toothbrush with Paste
100pk

£273.00

< Back To Request Return

Items
1

Return Labels
01

Restocking Fees Estimated Amount Credited
£0.00 £7.00

Understood, submit my return

Cancel

Confirm Your Return

Important Return Information!

1. Your returns label(s) will be sent to the email address recorded on the "Finalise Return" page.
2. The label must be printed and fixed securely to a flat surface on the outer box.
3. The outer box must have adequate filling to prevent damage to the contents during transit.
4. The carrier will collect your parcel between 9.00am & 5.30pm on the date that you selected.
5. It is illegal to send contaminated goods by post, they must be sterilised in line with the Manufacturer's instructions. We will not handle items which do not meet these specific requirements.
6. Only items selected via the online returns process should be returned. Additional items in the box that have not been validated for return will not be credited and will be disposed of.
7. Returns will be processed in line with our terms and conditions which can be viewed here

Requested By:

Email Address:

Return Labels

01

There is one label per shipping box (9 max). Need more? Contact Customer service

Restocking Fee

Remove

10. Finalise & submit your return by acknowledging the Important Returns Information notice

My Returns

Summary of all returns that are in draft or submitted including if they are pending or complete for all locations you have been assigned. The returns represented were either requested by you or by another user in your organisation with similar location assignment. You can create a new return request online by clicking the "Request Return" button.

Submitted Orders Unplaced Orders Approvals **Returns** Item History Future & Recurring

All drafts will be deleted 30 days after the invoice date.

Total Results: 53 items

Return Request # ▲	Request Date ▲	Returned Items ▲	Return Reference # ▲	Status ▲	Amount Applied ▲	<input type="button" value="View Details"/>
00137011	21/10/2024	1	-	Submitted	Estimated £7.00 CR	

11. Go back to the Returns tab to view return item details and return status

12. Check Notifications

→ Notifications can be found via **Email** and **Messaging Centre** for the following milestones:

- Return Submitted
- Return Arranged
- Return Processed
- Return Declined

The screenshot displays the 'Messaging Centre' interface. On the left, a blue sidebar menu contains several options, with 'Messaging Centre' highlighted by a red box and a red arrow pointing to it. The main content area is titled 'Account > Messaging Centre' and 'Messaging Centre'. Below the title, there is a sub-header 'Direct Messages & Notifications' and a 'Filter' section with two toggle switches: 'High priority only' and 'Notifications only'. A search bar and a 'Show 5 Per Page' dropdown are also visible. The main content area shows a table of notifications with columns for 'Status', 'Priority', 'Notification Type', 'Subject Line', and 'Sent On'. A red arrow points to a notification in the table with the subject 'Return Order Notification'. The notification is marked as a 'Notification' and was sent at 12:27.

Status	Priority	Notification Type	Subject Line	Sent On
• □	►	Notification	Return Order Notification	12:27 🗑️

Need Help?



- **Call Us (8.30am-5.30pm GMT):**
 - **Dental:** 0800 028 1533
 - **Medical:** 0800 028 7228
- **Chat with us online**

