

RETURN & EXCHANGE POLICY



- **PRODUCT RETURNS**

Product may be returned for full credit up to **30 days from the date of invoice**. Credit issued will equate to the value of returned item/s.

- **EXCHANGE**

All exchanges must have **a minimum of 18 months shelf life**. Products may be exchanged for the same value within BioHorizon portfolio.

- **PLEASE NOTE**

All products must be received in original condition. Products that are **received damaged will be denied return or exchange**.

Please place items in sturdy packaging to avoid any damages during shipment.

For all returns and exchanges, please call the Surgical Customer Care team at 1300 76 98 61 or email- surgical@henryschein.com.au to **obtain reference number** and to initiate returns.

- **Please check your shipment upon receipt and verify that the product you received is what you ordered.**
- **Notify Henry Schein Halas immediately of any errors so that corrective action may be taken.**

RETURN & EXCHANGE POLICY



PLEASE INCLUDE THIS FORM IN SHIPPING PACKAGE

- **PLEASE PROVIDE BELOW INFORMATION**

Invoice number	<input type="text"/>
HSH Account number	<input type="text"/>
Phone number	<input type="text"/>
Return number	<input type="text"/>
Contact address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

- **PLEASE PROVIDE REASON FOR THIS REQUEST**

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

BioHorizons Camlog Australia

Henry Schein, Level 6, Building 3
189 O’Riordan St, Mascot, 2020 NSW
biohorizons.camlog@henryschein.com.au | 1300 76 89 61
www.biohorizons.com | www.camlog.com



HENRY SCHEIN®
GLOBAL DENTAL SURGICAL GROUP
A.B.N 83 132 312 515
customer.care@henryschein.com.au | 1300 65 88 22
www.henryschein.com.au