

Return of Damaged or Faulty Product Form



pet blood bank^{uk}
A charity supported by Vets Now

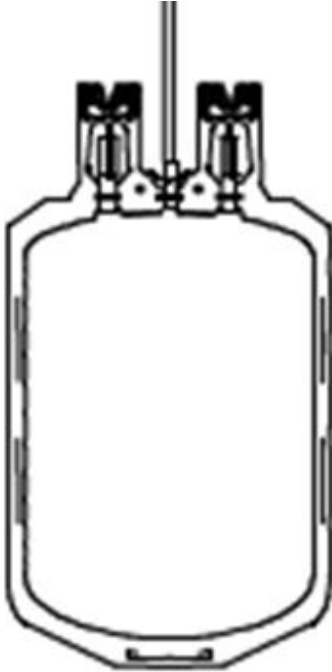
If a product arrives damaged **please call** Pet Blood Bank Services Limited (PBBS) within **24 hours** of receipt to inform us that there is a problem with your order. If a product is found to be faulty or you are unsure if it is fit to use **please call** PBBS within **24 hours** of finding the fault. After notifying PBBS please then complete this form using a black ballpoint pen and return the damaged or faulty product to PBBS for investigation.

Please note blood products must be returned using the original packaging and packaged in the same manner as received i.e. in a plastic zip lock bag to prevent leakage and the "Returns Label" used that was supplied with your order unless otherwise advised.

Account Name:	
Account Number:	
Address:	
Postcode:	
Tel No:	
Email:	
Contact Name:	
Position:	
Product Name:	Donor ID Number or Batch/Serial Number:
Date Ordered:	Date Received:
Date Fault / Damage identified :	
Brief Description of damage /fault/ issue: – For Blood Products - include storage information and copy of temperature monitoring records	
If blood product please mark on images on page two where the fault / damage is located	
Date Product / Blood Bag and form sent to Pet Blood Bank Services: <i>For Blood Products - please use a Pet Blood Bank box and package blood products in the same manner as received i.e. in a plastic zip lock bag to prevent leakage</i>	
Signed:	
Print Name:	

Please mark / circle on the diagram below areas where damage / fault has been identified using black ballpoint pen

Blood Bag Front



Blood Bag – Back

