



## New Customer Information Form – Part 2

Company Name:

Product description	Pack Size	Quantity

### Special Instructions

- Please return the completed New Customer Information Form and Order Form together with any relevant documentation
- Wholesalers: Please provide a copy of your Wholesale Dealers licence

### Feedback

How did you hear about Moorfields Pharmaceuticals?

Would you like a Sales Representative to visit?

If you would like a list of our products please sign here

Future orders may be placed by:

F – 0800 328 8191

T – 0207 684 9090 option 1

E – [pharmaceuticals@moorfields.nhs.uk](mailto:pharmaceuticals@moorfields.nhs.uk)

Or by using our Fax Order Form that can be downloaded from our website

**Please return via fax to Moorfields Pharmaceuticals on 0800 328 8191**

## **Terms and Conditions**

Returns will only be accepted for the following reasons:

- **To correct a processing error made by Moorfields Pharmaceuticals**
- The Customer must contact the Customer Services Department on 0207 684 9090 option 1 within **three** working days of receipt of goods.
- The returned goods **must** be accompanied with the Returns Form and sent back to:

Returns, Warehouse & Distribution Department  
34 Nile Street  
London  
N1 7TP

- Returned goods must not be marked in any way
- We will replace goods or arrange a full credit in accordance with the customers' requirements.
- **Where goods or packaging are alleged to be faulty**
- The Customer must contact the Customer Services Department on 0207 684 9090 option 1 within **three** working days of receipt of goods.
- The returned goods **must** be accompanied with the Returns Form
- Returned Goods are forwarded to the Quality Assurance Department for investigation.
- We will replace goods or arrange a full credit in accordance with the customers' requirements.
- **In response to a product recall**
- Instructions will be given at the time of the recall regarding the procedure for returning the goods.
- **Moorfields Pharmaceuticals do not take any responsibility if a customer places an order in error.**

For our full terms and conditions please refer to our website  
[www.moorfieldspharmaeuticals.co.uk](http://www.moorfieldspharmaeuticals.co.uk)