

# J U S T I N C A S E

Thank you for buying a Gelpacks Direct product. We hope it helps with your recovery  
However, if it is not quite right for you, rest assured we offer no quibbles returns in the United Kingdom  
Full refund if returned within 30 days

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## RETURNS

In order to be eligible for return, the product must be returned unused, in the condition you received it.

Gel packs that are returned with evidence of use will not be accepted.

## AMAZON CUSTOMERS

Having trouble with an Amazon return? We go above and beyond the standard Amazon T&Cs, so simply follow the steps below.

Problem with your order? Email us  
[info@gelpacksdirect.co.uk](mailto:info@gelpacksdirect.co.uk)

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## EXTENDED WARRANTY

Our products are stringently tested to the latest regulatory requirements.

However, with any product that is microwave-heated, faults can occur. For this reason, we back our products with a 1-year money-back guarantee.

## HOW TO RETURN TO US

To return your product(s) simply fill in the information below, cut out and include with your product and send to the address printed below:

Need help? Send us an email [returns@gelpacksdirect.co.uk](mailto:returns@gelpacksdirect.co.uk)



Full Name: \_\_\_\_\_

Order No: \_\_\_\_\_

Delivery Post Code: \_\_\_\_\_

Contact No: \_\_\_\_\_

Reason for Return:

- No longer needed
- Does not fit correctly
- Does not match description
- Incorrect item received
- Faulty
- Other: \_\_\_\_\_

**GELPACKSDIRECT RETURNS**  
Global Reach Logistics,  
Watling Park, Station Road,  
Northampton, NN6 7XY