

# How to return your PureWick™ System



STEP  
01

## Call Customer Services

Contact our Customer Services Team on 01293 606 689 or alternatively email [purewick-uk@bd.com](mailto:purewick-uk@bd.com). We will then arrange for your products to be collected and returned.



STEP  
02

## Disassemble the PureWick™ System

Remove the collection canister and all tubing as shown in the diagram (right), so you are left with only the PureWick™ Urine Collection system as shown. Only return the urine collection system and power cord.



STEP  
03

## Package items for return

Package up only the return urine collection system and the power cable. All other parts can be disposed of responsibly.



STEP  
04

## Collection

The package will then be collected as agreed with customer services.



STEP  
05

## Refund

Script-easy® will refund the full purchase price paid by you. Payment will be made within 7 days via electronic transfer into the bank account from which we received payment when you purchased the product. The refund will appear from "Bard Limited" on your bank/credit card statement.

Visit our website to learn more about the  
PureWick™ System or call **01293 606 689**



Script-easy® is the free continence and stoma home delivery service provided by Bard Limited. A Dispensing Appliance Contractor registered with the NHS, Script-easy® can dispense your continence and stoma products on receipt of your prescription - conveniently and discreetly delivered directly to your door whenever you need them. **Please note that the PureWick™ Urine Collection System is not available on prescription but Script-easy® can still deliver it directly to your home free of charge.**

Indications for use: The PureWick™ Urine Collection System is to be used with the PureWick™ Female External Catheters which are intended for non-invasive urine output management.

Contraindications: The PureWick™ Female External Catheter should not be used on patients with urinary retention.

Please consult package insert for more detailed safety information and instructions for use.



Phone:

**01293 606 689**

Nurse Advice Line Freephone:

**0808 168 4048**

Email:

**purewick-uk@bd.com**

Web:

**www.scrip-teasy.co.uk**

**www.purewickathome.co.uk**

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