



# SPARES ORDER PROCESS



Call our direct sales line



**0800 2545 401**



[sales@bpops.co.uk](mailto:sales@bpops.co.uk)



[www.blueprintoperations.com](http://www.blueprintoperations.com)

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## How to place an order for spare parts

1. Place the order via email to [stores@bpops.co.uk](mailto:stores@bpops.co.uk)
2. Goods will be despatched within 24hrs of receiving the order.
3. If the stock is not available, you will receive an email notification that your order is on backorder.
4. Goods will be dispatched with 2 x copies of the delivery note included (one to keep, one for any returns).
5. Once goods are dispatched:
  - An invoice for the full value of the goods will be sent to your accounts team (Unless the part is under warranty).
  - You will receive notification via email that the order is despatched, along with the tracking information.
  - You will also receive an email directly from DHL or UPS confirming the collection of the goods, tracking information, and time slot for delivery.





# ADVANCED REPLACEMENT ITEMS & RETURNS ORDER PROCESS



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## How To Place An Order For An Advanced Replacement Item & Return Parts

1. Place the order via email to [stores@bpops.co.uk](mailto:stores@bpops.co.uk)
2. A return label can be purchased from BPO at the point of order.
3. Goods will be dispatched including 2 x copies of the delivery note (one for you to keep & one to use for the return).
4. Once goods are dispatched:
  - a) An invoice for the full value of the goods, will be sent to your accounts team.
  - b) You will receive notification via email that the order is dispatched, along with the tracking information.
5. You will receive an email directly from DHL or UPS confirming the collection of the goods, tracking information, and time slot for delivery.
6. Return the faulty part, using the original packaging and including a copy of the delivery note.
7. **The return must be made within 14 days** of receiving the replacement part.
8. Once the return is received & processed by BPO:
  - a) A credit note is issued for the advanced part.
  - b) An invoice for the repair charge is issued.
9. All returns will be classified into 3 categories depending on the type of repair, and will incur a relevant charge:
  - a) Standard repair.
  - b) Major repair.
  - c) BER.
10. Your regular **Statement of Account** will include notes against each invoice which is expected to be credited if faulty goods are returned within 14 days.