

UPS Return Portal - Policy (BPO Return Portal, Collection Service)

If you are looking to return your item(s), we are here to help. Returns can be arranged free of charge via our BPO Return Portal (UPS Collection Service). Alternatively, you may return item(s) via your own chosen courier at your cost. This page explains Blueprint Operations' return policy and the specific rules for the UPS collection service.

Once Blueprint Operations receives your item(s), they will be processed according to the reason for return. All returnable items must be like-for-like against our shipment. Any items returned that are not our product or do not match our original shipment will be rejected and the invoice will become payable.

Key Policy Points (UPS Collection)

- **Dimensions:** There are no **dimensional limits** for parcels.
- **Weight:** **<= 40 kg per parcel** (mandatory). Anything above 40 kg is out of scope.
- **Service Type:** **Collection from the customer's address** by UPS.
- **Attempts:** The service includes **up to 3 collection attempts**. After 3 failed attempts the customer must **book a new collection**.
- **Speed:** **Collection will take place the next working day** following the initial booking (Mon-Fri, excluding UK bank holidays).
- **Labels:** **No label required** from the customer - the **UPS driver brings and applies the label/paperwork** at collection.

Portal Eligibility & Return Address

Eligibility: This portal may be used **only for Blueprint Operations orders and items**. Do not use it for third-party or non-Blueprint goods.

Return Address: The delivery/return address is **defaulted by the portal selection** and will route to either **Newark Head Office** or the **Service Support Centre in Droitwich**.

Note: If you choose to return via your own courier, any loss or damage in transit is your responsibility and any claims should be made via your chosen courier. For any other item(s) returned by your own means which are lost or damaged shall become payable and any claims should be made via your chosen courier.

Warranty & Charging

- **Machines under existing warranty** - upon return of advance replacement parts within the stated period, the invoice will be **credited in full**.
- **Machines out of warranty** - upon return of advance replacement parts within the stated period, the **original invoice will be credited in full**, and a **service charge** will be issued.
- **Items returned outside of the agreed period** - will be escalated to our Finance team and unresolved cases will be **recharged at the standard sales price**, payable immediately.

Repair Classification Levels

Level 1 - Standard Repair

- a. Product is complete but not working and requires simple repair and/or cleaning, firmware update.

Level 2 - Major Repair

- a. Product shows visible signs of damage and/or requires replacement of main components and significant time to repair.

Level 3 - Beyond Economical Repair (BER)

- a. Product is classified as not economically feasible to repair and therefore processed as scrappage.

Exceptions to our Return & Refund Policy

- Unused returned item(s) must be returned in the original product packaging with all original stickers.
- Unused returned item(s) must have no visible signs of wear or use.
- Advance Replacement items must be un-damaged and able for repair.

How to Book a UPS Collection (BPO Return Portal)

1. Go to **Blueprint Operations -> Support -> BPO Return Portal**.
2. Select **BPO Return Portal** and fill in the details, including: collection address, contact info, item description, **number of parcels and weight per parcel (<= 40 kg)**, and any access notes.
3. Submit the booking. **No label is needed**.
4. **Collection will occur the next working day**. Please ensure someone is available to hand the parcel(s) to the driver.
5. **Return address routing**: Based on your portal selection, the system will default the destination to **Newark Head Office or Service Support Centre (Droitwich)** - no manual address entry required.
6. Prepare your parcel(s): securely package items for transit (sealed, cushioned, no loose parts).
7. Collection attempts: Up to **3 attempts** are included. If all 3 attempts fail (e.g., nobody present, parcel not ready, access issues), please **book a new collection** via the BPO Return Portal.

Day-of-Collection

- UPS will attend on the next working day after booking; arrival time is subject to the driver's route.
- Place the packaged parcel(s) at the main entrance or agreed handover point.
- The driver will bring and attach the label/paperwork.
- Electronic proof of collection may be provided by the driver.

Safety, Restrictions & Access

- Each parcel must be <= 40 kg.
- No dimensional limits apply, but parcels must be safe to handle and able to pass through standard access points.

- Hazardous items and restricted goods must comply with UPS rules and UK law (if unsure, contact us before booking).
- Provide accurate access notes (gates, security, stairs, parking constraints) in the booking form.

Contact

For any queries regarding your return, please contact our **Customer Service Department** on **01636 677425** (option 2) or email **csd@bpops.co.uk**.

Customer Statutory Rights

The returns process provided under this Returns Policy is **in addition** to customers' statutory rights and does not diminish these rights in any way. You may have a statutory right to a refund in certain circumstances (e.g., product not of satisfactory quality or fit for purpose; consumer "change of mind" in certain cases). Exactly which rights apply will depend on your circumstances, including whether you purchased as a consumer or a business, and the nature of the goods. For full details, please refer to the **Terms & Conditions** that cover your purchase (provided during the purchase process) or contact **Blueprint Operations** to request a copy and further information about your rights.