

BIRTH POOL RETURN INSTRUCTIONS

Please follow the below instructions to return your pool to us.

Your return date will be on the front of your hire Instruction Booklet, but please ensure you return your hire within 48hrs of use for hygiene reasons.

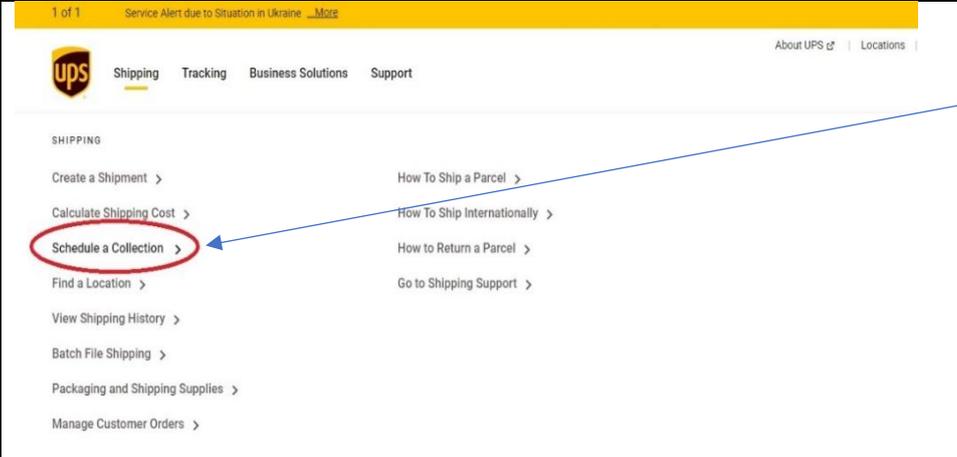
We use UPS for all our returns. You can either book a collection or take the labelled crate to a drop-off point.

ONLY ONE COLLECTION IS INCLUDED – FAILED COLLECTIONS WILL BE CHARGED AT £10 OR YOU CAN TAKE THE CRATE TO A DROP-OFF POINT AT NO EXTRA CHARGE

****YOU CANNOT REQUEST A SAME DAY COLLECTION****

****WHILST YOU CAN REQUEST A TIME SLOT FOR COLLECTION THIS IS NOT GUARANTEED – YOU WILL NEED TO BE AVAILABLE ALL DAY ON THE REQUESTED DATE****

- Please attach the returns label you were sent with your hire to the outside of the crate covering your address label. If you have misplaced this label, we can issue a replacement at a cost of £5.00.
- To locate a UPS Drop-Off Point please visit www.ups.com/dropoff and enter your postcode. These are usually located in local convenience stores and can be found within a couple of miles of most UK addresses.
- To arrange a collection by a UPS Courier from your home address please visit www.ups.com and follow the step-by-step pictures below and overleaf.
- If you have any problems, please call the office on 01526 344266

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|  | <p>Please select SHIPPING from the options at the top of the page</p> |
|  | <p>Please select SCHEDULE A COLLECTION from the list</p> |

Please enter the Tracking Number from your UPS returns label – this will start: **1Z166Y3A** followed by a further 10 digits

Please complete the address details of where you would like the crate to be collected from (this can be your home / work / address)

When asked for an email enter: admin@thebirthpartnership.co.uk

We will then email you once we receive collection booking confirmation from UPS

Please enter '20' in the '**Total weight of your collection**' box **and**

Select '**UPS Standard**' **and**

Select '**NO**' for the '**Does your collection contain items that weigh more than 32kg?**'

Select a **Collection Date and Time** that is convenient for the collection – YOU WILL NEED TO MAKE SURE SOMEONE IS AT THE ADDRESS DURING THESE TIMES.

Click **NEXT**, then on the following page, confirm all your details are correct.

Click **NEXT** to submit the collection request.