

# Vet Direct

At the heart of every practice

## ORDERS AND COLLECTIONS

We want to make your recycling scheme as straightforward as possible; please make sure you follow the simple processes below when ordering new boxes or requesting collections.

### WHAT DO I NEED TO DO?



#### 1 SECURE BOX

- ✓ Tie the liner
- ✓ Please ensure your box is securely sealed. *Don't worry, we'll recycle this as well!*

#### 2 STORE REFERENCE

- ✓ Make sure your **store reference number** is on the top of the box
- ✓ Our courier will attach a delivery label on collection, but it's always a good idea to add our address as well:

**ReFactory**  
Morley Street  
Hull  
HU8 8DN

#### 3 REQUEST RETURN AND REORDER

- ✓ Contact our dedicated box returns team on **01482 22 11 10** or drop an email to [vetdirect@mygrouppltd.com](mailto:vetdirect@mygrouppltd.com)

##### We'll need you:

- ✓ Name
- ✓ Address & phone no
- ✓ How many boxes you're returning
- ✓ Preferred date/time for collection
- ✓ How many boxes you need delivering
- ✓ To reorder a box, visit [www.vet-direct.com](http://www.vet-direct.com)