

Propulse Ear Irrigator

How to return your Propulse Ear Irrigator

In the event that you need to return your Propulse Irrigator to us, please follow the guidelines below.

Firstly, have you packed everything?

Please ensure to include the following:

- Propulse Irrigator
- Reservoir/Tank & Lid
- Power Adaptor
- Foot Pedal
- Cover Letter
- Original Sales Invoice

It's important that you send your unit back to us with everything it came with, as we need to be able to investigate any issues you are having with the machine in full.

How to pack your Propulse Ear Irrigator - Original Packaging

If you still have all the original packaging, you can use the white box that the irrigator came in and the small white box that the power adaptor and foot pedal came in to keep everything nice and tidy, before placing it all inside the grey unit box.

The Propulse Ear Irrigator should be packed into the white box first, followed by the tank in situ, the power adaptor and foot pedal in the tank, and the lid on top.

In order to do this, you must first detach all the components from the irrigator properly (this includes the OrX tip if it is still in the handle), and all cables should be wrapped up tidily, with the handle placed in the handle holder.

Making the package suitable for transit

Once the irrigator and accessories have been packed up inside the grey box, you should wrap the box up in bubble wrap and place it into a strong cardboard shipping box, making sure to seal it well with parcel tape or strong sellotape.

If you don't have the original packaging, it is advisable to individually box up the components and wrap them in bubble wrap, before placing them in a strong cardboard shipping box.

Finally...

Once you've packaged everything up and it's good to go, please send it to us at the following address:

Mirage Service Centre

1 Little Mundells,
Welwyn Garden City,
Hertfordshire
AL7 1EW
UK

mirage[®]
Health Group

Mirage Health Group Ltd.

1 Little Mundells,
Welwyn Garden City,
Hertfordshire
AL7 1EW
UK

Tel: +44 (0) 845 130 5440

Fax: +44 (0) 845 130 6440