

## **Returns & Refunds Policy**

### **Returns**

We hope you will be pleased with your purchase. Should you wish to return anything bought from us, we will be happy to refund or exchange a product provided it is in fully resaleable condition. Returns should be made within a reasonable time (usually 28 days) and in original, undamaged packaging.

If we find that the product has not been returned to us in fully resaleable condition, we reserve the right to refuse a refund on the item, or deduct up to 20% of the original selling price from the refund amount.

Send us an email via the contact us form and remember to include: order number, stock number, the reason for the return and whether you want a refund or a replacement.

- We will email you back with instructions for returning by Royal Mail
- Alternatively you can call us on 0800 783 4995
- For larger items we can arrange for a courier to come and collect the product you wish to return.

### **Refunds**

We hope you will be pleased with your purchase. Should you wish to return anything bought from us, we will be happy to refund or exchange a product provided it is in fully resaleable condition. Returns should be made within a reasonable time (usually 28 days) and in original, undamaged packaging.\* Please see below for exceptions to this policy. If the product returned is not in fully resaleable condition or the packaging is damaged, we reserve the right to refuse a refund on the item, or deduct up to 25% of the original selling price from the refund amount. This does not affect your statutory rights.

Refunds can only be made to the original card of purchase. Refunds to a card other than the original can only be processed under the following circumstances:

- The original account no longer exists
- The original account details have expired
- The recipient requires a credit

### **Products we are unable to refund or exchange**

We are unable to offer a refund or exchange on all special order furniture items, ceiling mounted examination lights, anything that is ordered in especially for that customer ie is not a stock item. Meda Pharmaceuticals Ltd will advise as soon as we can after receiving the order.

### **Delivery charges**

We will refund your original delivery charge when a product is faulty or damaged.

Please note: We will refund the price of the item to the purchaser or exchange the product once it is received by us.