

## GOODS RETURNS POLICY

1. Pharmed will not accept the return of any products under any circumstance which are required to be stored under specific conditions i.e.
  - Fridge items
  - Schedule 5 items
  - Schedule 6 and higher items
2. The customer will have a period of 48 hours within which they must log in any queries related to:
  - Quality
  - Quantity
  - Invoice Discrepancies
3. A customer shall not be entitled to withhold payment in respect of unresolved queries .
4. All goods returned must be returned in the original packaging and in a saleable condition .
5. Where Pharmed agrees to accept the return of any goods (other than goods as contemplated in point 1& 2 above ) the customer shall be entitled to levy a surcharge as per management's discretion .
6. Customers shall contact the Pharmed Customer Care department and advise the agent of the intention to return the goods and obtain a reference number ,failing which no credit will be considered
7. Goods will **only** be uplifted with a pre-authorized collection request form and reference number .
8. Pharmed will not be liable for any loss or damage of goods that are handed over to a driver without a pre - authorized collection document.
9. Claims for credit will only be considered on short expiry goods which are within 5 months of expiry date and dependent on the supplier return policy and stock protection.
10. No credit will be entertained for expired goods .
11. Buy outs are strictly non-returnable .
12. Installation of mechanical, electrical and surgical equipment will be the sole responsibility of the customer and Pharmed will not be held liable for any damages that may arise from incorrect handling or installation of equipment purchased .
13. Under no circumstance will Pharmed consider accepting return of goods which have been partially or entirely disassembled ,physically altered ,permanently installed ,fixed, attached ,joined or added to ,blended or combined with or embedded within other goods or property.

### CONTACT US

**T (General):** 031 571 2800

**F (General):** 031 571 2950

**T (Orders):** 031 940 1902

**F (Orders):** 031 571 2951/2

**E (Orders):** [telesales@pharmed.co.za](mailto:telesales@pharmed.co.za)

**E(Queries):** [Customercare@pharmed.co.za](mailto:Customercare@pharmed.co.za)