

GOODS RETURNS POLICY

1. The Creditor will not under any circumstance accept the return of any products which are, required to be kept in accordance with cold chain maintenance programmes, Schedule 5 products and Schedule 6 and higher Schedule products.
2. The Debtor shall have period of 24 hours from the time of delivery to inspect the goods supplied so as to satisfy itself that the goods are of the quantity, type and quality contemplated and thereafter shall not be entitled to dispute that the goods are of the quantity, type and quality ordered.
3. Should the Debtor notify the Creditor that the goods are not of the quantity, type and quality ordered or should the Debtor raise any other disputes or complaints the Debtor shall not be entitled to withhold payment in respect of the goods pending resolution of the matter.
4. Any goods that are not of the quantity, type and quality contemplated must be returned to the Creditor within 10 days of the expiry of the 24 hour period contemplated in 2 above at the cost of the Creditor.
5. In returning goods as contemplated in 4 above the Debtor shall contact the Creditor's customer care department, and advise them of their intention to return the goods and obtain a reference number. No credit will be considered without reference to the said reference number.
6. Goods may only be returned via drivers appointed by the Creditor if a collection request form has been provided by the driver or the Creditor. Should any loss result from goods sent with the Creditor's drivers without prior approval of the Creditor's customer care department such loss shall be borne by the Debtor.
7. Claims for credit will only be considered on expired or short expiry goods which are within 4 months of expiry date and then only where the manufacturer/producer/supplier of the goods does not adopt a strict non-return policy to the Creditor. Where the manufacturer/producer/supplier adopts a strict non-return policy this policy will be carried through by the Creditor to the Debtor. The Creditor will provide feedback to the Debtor on current manufacturer/producer/supplier returns policy relating to the specific goods which the Debtor wishes to return as and when requested by the Debtor.
8. Goods returned for a credit to be passed must be returned in the original package and condition as delivered, failing which the Creditor shall impose a reasonable charge. Such goods must be accompanied by a copy of the tax invoice quoting the customer care reference number.
9. Manufacturer representative orders, electronic orders, items purchased on special and supplier buy-outs are non returnable.
10. Installation of mechanical, electrical and surgical equipment will be the sole responsibility of the Debtor, and the Creditor will not be held liable for any damages that may arise from incorrect handling or installation of equipment purchased.
11. Where the Creditor agrees to accept the return of any goods (other than goods as contemplated in 2 above) the Creditor shall be entitled to levy a surcharge.
12. Notwithstanding what is set out above, under no circumstances will the Creditor consider accepting return of goods which have been partially or entirely disassembled, physically altered, permanently installed, affixed, attached, joined or added to, blended or combined with or embedded within other goods or property.

For queries and concerns, please contact our Customer Care department at the following:
Johannesburg - jhbcustomer@pharmed.co.za / 012 309 2700
Durban & Cape Town - customer@pharmed.co.za / 031 571 2800