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## Sale of Age Restricted Goods Policy

As a retailer of medical products, we offer for sale a range of bladed items which are restricted for sale to persons over the age of 18. We take the responsibility of age verification very seriously and adhere to following policy.

### Online Sales

As part of the transactional process, we will attempt to verify the age of the person purchasing any bladed product using internal processes. This system will seek to verify the customer's details against several databases to clarify the customer's age.

There are three possible outcomes when we perform this check.

1. The customer's age is verified, and they are confirmed as over the age of 18. In this case, the order will progress through our systems and be delivered as normal.
2. The customer's age cannot be verified, and it is not possible to confirm whether they are over the age of 18 or not. In this case, delivery services may require Photo ID on delivery.
3. Unfortunately as the age verification was not successful the customer will be contacted by our Customer Services Team.

"Please note under the Criminal Justice Act 1988 (as amended) we are only allowed to sell knives to persons aged 18 and over. Details of our age verification process can be found within our Sale of Age Restricted Goods Policy".