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Return and Refund Policy

Cancellations and Variations

- The Company will use all reasonable endeavours to meet the Customer's requirements. The Customer has a statutory right to cancel an order within 14 days, notwithstanding special ordering requirements as per Clause 9.2. The Company shall be under no obligation to accept cancellation or other amendment to any order or part thereof. When the Company agrees such a cancellation / amendment, it is on the understanding that Clause 9 may be levied at the Company's discretion.
- No cancellation, suspension, or variation by the Customer of any order submitted to the Company shall be valid unless agreed by the Company in writing.
- The Company reserves the right to charge a cancellation / restocking fee of up 25% of the net value of the items as a condition of their agreement.
- Other restocking fees may apply, and these are subject to Manufacturer or Supplier Conditions. As part of the conditions of doing business, these will be passed onto the Customer.

Returns

- Items are not supplied on a sale or returns basis. Return of non-faulty items will only be accepted at the sole discretion and with the written permission of the Company.
- Items specifically ordered, confirmed, or made as per the Customer's own specifications will not be accepted for return unless faulty in accordance with the Company's Conditions and at their sole discretion. Cancellation terms as per Clause 6 will apply.
- All deliveries must be checked by the Customer at the time of delivery as a signature on a delivery or consignment note will constitute acceptance. If items are found to be defective, damaged or if you have received the wrong items. Then the Customer must notify Farla either by email or phone within 5 business days from the date of delivery so that we can investigate and make it right for you.
- If the Customer is not satisfied with the items, and the items are not defective, the Company reserves the right to accept the return or reject the items at its absolute discretion.
- If an item is defective within the meaning of the Sale of Items Act 1979 [as amended] the Company reserves the right to replace or repair the items as an alternative to refunding the cost, at its absolute discretion.
- We aim to process all Refunds within 15 working days.

If items are accepted for return, acceptance is subject to the Customer accepting and following the procedure and conditions:

- The intention to seek a return of the items must be confirmed in writing to the Company no later than 3 working days from the date shown on the delivery note where the damage or defect should be apparent or within 5 working days where the defect or damage is not apparent on reasonable inspection. The Customer must email the Company's Customer Service Team and state their Order Ref, Stock Codes & Quantities, and reason for their return.
- The Company will provide a Product Returns Form (PRF) which must accompany the items. Failure to complete the PRF in full and return within the specified time as indicated on the PRF will result in delays in processing the return and will render any claims for credit null and void. The Company reserves the right to request photographic evidence. Misrepresentation of claims and damage of items will result in all returns and claims being null and void.
- Should the Company deemed to be at fault, the Company will organise and be liable for costs incurred in the return of the product. Should the error be that of the Customer, it is the Customer's responsibility and at the Customers cost to organise and ensure the return of the items. The Company can organise the collection of small items at a cost of £12.50 (net) from the UK Mainland. Please contact the Company for further details.
- The Company accepts no responsibility for returned items lost or damaged during transit.
- Items must be returned unopened and with the original packaging intact and be in a resalable condition.
- Under no circumstances will items be accepted for return if they are damaged, subject to improper handling or abuse, have been partly opened or used or the seals and labels removed or tampered with.
- Items received back in a non-resaleable condition will not be credited.
- Non-Stock items e.g. (but not limited to) furniture, fridges, bags, lighting and other large equipment, regardless of if they are in resalable condition or not, are non-refundable. The Company at its discretion may agree to refund such items but this must be agreed to in writing before returning the item/s.
- The Company reserves the right to apply a handling charge/restocking fee of between 5% and 40% of the value of the items as per the Company's agreement with the Supplier and / or a minimum handling charge of £15.00 for all cancellations, amendments, and non-faulty returned items.
- Due to medical regulations, the Company will not accept any pharmaceutical product returns as per Clause 1.3.
- Goods requiring temperature-controlled storage are non-returnable.