

Returns & Refunds Policy

We want You to be satisfied with your purchase. If You receive any product that is damaged, faulty, or not what You ordered We can assist subject to the terms below.

Our returns policy allows You 7 days to return or exchange an item. If 7 days have lapsed, We cannot offer You a refund or exchange.

To be eligible for a refund or exchange, the goods must be returned:

- in the original packaging and returned with any accessories, labels,
- In a re-saleable condition that means the product must be unused and in the same condition that You received it.

All returned products must be sent back to Us via DHL courier services by clicking on the following link: <https://www.dhl.com/gb-en/home/book-online.html> you can request a delivery. You will be responsible for delivery costs when returning the products unless You are returning a product that is defective or a warranty claim.

WE WILL NOT ACCEPT RETURNS OF LATERAL FLOW DEVICES / TEST KIT ORDERS

Refunds

When We received Your returned product/s an inspection is done to ensure the above requirements are met, We will then send You an email notifying You that We have received Your returned product/s and advise the approval or rejection of the refund.

If You are approved for a refund, then Your refund will be processed. A credit will be passed to Your credit card or original method of payment within 14 calendar days, less cancellation charges.

All refunds will be subject to section 75 of the Consumer Credit Act.

Cancellation Charges

The following cancellation charges will apply:

- Transactional charges
- Return postage (where We did not default)

No Refunds

Refunds will **NOT** be granted in the following situations:

- Items with obvious signs of use
- Quality seals broken
- Items not in its original condition which is damaged or missing for reasons not due to our error
- Any item that is returned more than 7 days after delivery

Late or Missing Refunds

If You have not received Your refund after 14 days, contact Your credit card company, it may take some time before Your refund is officially processed.

Next contact Your bank there is often some processing time before a refund is posted. If You have done all of that and still have not received Your refund, please contact Us at: orders@bha-medical.com

Contact Details

If You have any queries or concerns, please contact Us by sending an email with Your full name, order number and query / concern to: orders@bha-medical.com.