

# Returns & Refunds Policy

Thanks for purchasing from SEERS Medical Ltd.

We understand that sometimes products need to be returned. If you are unhappy with any of our products, our dedicated customer service team are here to help!

## Returns and Refunds

We will be happy to exchange or refund goods within 14 days of you receiving the goods, if they are returned with the original receipt and in the condition they were purchased, including all packaging. A restocking fee may be charged at the discretion of SEERS Medical Ltd.

A refund will be issued in the method the payment was made. This is in line with your consumer right of return and refund.

We reserve the right to refuse to exchange or refund items that are returned after 14 days from the date you receive your goods, if such items are not faulty.

In order to qualify for our refunds policy, all items must be in a re-saleable condition i.e. undamaged, in their original and undamaged packaging and complete with all tags and labels attached.

We reserve the right to refuse to refund items that are returned that are not in re-saleable condition.

## Shipping

You will need to arrange the return of the goods at your cost, but you may be refunded the returns charge if we have made an error in our despatch or if the item received is faulty or unfit for purpose.

We are unable to accept any responsibility for items that are lost or damaged in the post. You must ensure that your items are securely packaged and obtain a proof of posting. Please allow at least two days for your goods to reach us.

## Exceptions to Refund Policy

There are exceptions to this policy for certain items. Please note this is a non-exhaustive list and that these conditions do not affect your non-excludable statutory rights.

For reasons of health and hygiene safety, we are unable to exchange or refund the following products once the packaging has been opened or damaged unless the items are of unsatisfactory quality or unfit for purpose:

- Anti-Bacterial Wipes
- Upholstered Sections or Items