



## Refund policy

### Refunds

We only replace items if they are unopened or damaged through transport. After receiving the item, there is a refund period of 30 days. If the order is not yet complete due to low item stock, payment may be taken, in which case you may ask for a refund if you would like to cancel your order.

Once you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days. If an exchange for the same item is needed, send us an email at [info@med-uk.net](mailto:info@med-uk.net).

### Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [info@med-uk.net](mailto:info@med-uk.net).

### Shipping

To return your product, you should email at [info@med-uk.net](mailto:info@med-uk.net) for the address to mail to.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.