

THE TRINITY PRIVATE PRACTICE PRODUCT WARRANTY CERTIFICATE

EXCLUDING NON-RETURNABLE ITEMS [MEDICINES, APPLIANCES AND STERILE ITEMS]

SUMMARY TERMS AND CONDITIONS & RETURNS INFORMATION

Thank you for purchasing a product from The Trinity Private Practice. This certificate contains summary information about our standard warranty and returns service.

PRIVACY STATEMENT

The Trinity Private Practice is fully committed to respecting your privacy, and protecting any information you provide. We only use information you provide for clinical purposes, to process orders you may place, notify you when important changes are made to our service, and occasionally tell you about relevant products or services we are offering.

We will never pass your details to third parties for marketing or research purposes.

STANDARD TERMS

No statement or condition of sale contained within these terms affects or restricts your statutory rights as defined under the Consumer Rights Act 2015. All orders for goods and services accepted by The Trinity Private Practice (the vendor) are accepted subject to the following conditions, which shall form part of and govern the contract of sale. Acceptance of goods and services by the client shall be deemed to be acceptance of these conditions of sale unless the client notifies the vendor in writing within 15 days of receipt of goods or service. Any term sought to be imposed by a client either in a document or otherwise that conflicts with or adds to these conditions is not accepted.

No agent or representative of the vendor has authority to vary these conditions.

CANCELLATION OF ORDERS

The client has a 30 day cooling off period from the day after the date on which they received the goods, excluding the delivery of medication. During this period the client has the right to cancel an order by letter, email, fax or any other durable medium (i.e. not via telephone). Some items are only eligible for money back guarantee if they are returned to us unused and sealed in the original packaging, and in the case of software, unregistered. We are unable to accept medication and appliances returns due to the regulator for medicines and healthcare, and good clinical practice guidelines.

CLIENT RETURNS

Your statutory rights state that a return request may be made within 15 days from the day after the day on which you receive the goods. The Trinity Private Practice offers an additional Money Back Guarantee as standard, extending the return request period to 30 days after delivery. Providing you let us know within seven days of delivery to you. We will refund standard delivery charges where an item has been delivered faulty or incorrectly.

Delivery charge refunds exclude delivery upgrade options including installation services, postal courier or timed delivery, international registered delivery and Saturday services.

When The Trinity Private Practice receives returned goods they will be inspected to ensure all manuals, accessories, free items and any other components are within the returned package and that the customer has taken reasonable care of the goods and also taken reasonable care to ensure the goods are appropriately packaged for safe transportation back to The Trinity Private Practice. If The Trinity Private Practice receives goods that have not had reasonable care taken, The Trinity Private Practice shall charge the customer a fee equivalent to the reduction in the value of the goods. If items are returned that are not in 'as new' condition or are without the original boxes and packaging a re-stocking charge maybe applied.

DEFECTIVE GOODS WITHIN WARRANTY

All of our goods are supplied with at least 1 Year's Warranty unless otherwise stated. This warranty excludes items that have become defective due to misuse, accidental damage or any reason other than manufacture fault. If an item is found to be without fault on its return to The Trinity Private Practice, and is out of the period of 30-day money back guarantee then we will return the item to you for a small charge. We recommend that you insure your goods while in transit.

