

SEERS Medical Ltd

Return & Refund Policy

Thanks for purchasing through the Seers Medical Ltd website.

We understand that sometimes products need to be returned. Whether your item has developed a fault, is damaged or is no longer required, we can assist you.

Returns and Refunds

For items purchased through our online website, we will be happy to exchange or refund goods within 14 days of you receiving the goods if they are returned in the condition they were purchased, including all packaging. We will also need your order number as proof of purchase. A refund will be issued in the method the payment was made. This is in line with your consumer rights 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. Goods returned in an unsatisfactory and not in a re-saleable condition must be returned at your expense.

Shipping

You will need to pay for the postage but we will refund the delivery 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 our Refunds 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

Contact Us

If you have any questions on our return and refund policy or how to return your item to us, contact us.