

Here at Praxis Medical, we aim to always provide high quality goods.

However, if for some reason an item does not meet your standards we are happy to accept the return as long as it meets our terms and conditions.

READ BELOW

We offer a 15 day money back guarantee. This means that for the 15 days following your purchase of any item(s) from Provectus Medical you can return or exchange your item(s), provided they are unused and in their original packaging.

For a refund on an item, the item **MUST** be returned within 15 days of purchase date.

Arrange collection

If you wish you can Telephone Customer Services on 01282 449285 and inform them that you wish to return the item(s).

You are responsible for return postage/courier charges in all circumstances other than **FAULT** or **DAMAGE**. In order to quickly identify your return, please make sure to reference your name and order number in the return package.

The following is part of our Terms and Conditions:

7. RETURNS

7.1 If for any reason you would like to return an item within 14 days of receiving the delivery the purchaser should contact customer service and inform them that you wish to return the item(s).

7.2 In the event of damaged goods we shall arrange for a carrier to collect the items from the purchaser and return them to us.

7.3 In all other circumstances the purchaser will be responsible for return postage/courier charges.

7.4 Praxis Medical, cannot be held responsible for non-delivery of returned goods so we recommend you get a certificate of posting from the Post Office or Courier.

If an item has been returned for any reason other than a product fault or a mistake on the part of Praxis Medical, you will be refunded the cost of the goods minus an administration cost of 10%, provided that the goods are returned by you and received by us in the condition they were in when delivered to you.

