

Return, Exchange, Refund & Cancellation Policy

Pharmacies within the Crisci Group are dedicated to providing you with high-quality, personalised medications, products and services tailored to meet your specific health requirements. While we strive to meet your needs, we acknowledge that there may be occasions where you seek to return, exchange, refund or cancel your purchase. We kindly request that you carefully review our policy to understand your rights and responsibilities.

1. Medications

Due to the personalised nature of compounded medications and the stringent legislative controls governing the manufacture and storage of medications, please note that all medications cannot be returned for credit or refund.

However, a replacement may be arranged under the following circumstances:

- There is a documented issue with the quality of the medication. Photographic evidence and/or a detailed description may be necessary to facilitate our assessment, with management reserving the right to reject returns lacking sufficient evidence or information.
- Receipt of damaged or compromised medication (for refrigerated items). Such incidents must be reported within 24 hours of product receipt.
- Dispatch of medication to an incorrect address, attributable to our pharmacy's error.
- Loss of medication during delivery, as confirmed by our courier.
- Receipt of incorrect medication. A pre-paid envelope will be dispatched for the return of the incorrect medication to our pharmacy.

Compounded medications are typically prepared for each patient upon receipt of the prescription. Therefore, cancellations are generally not accepted once the medication has been compounded. If you wish to cancel your order, please contact our pharmacy immediately.

2. Medical Devices

For the return of faulty medical devices, please provide your proof of purchase when making a return. Exchanges or refunds will not be processed without this supporting documentation.

Medical devices exhibiting manufacturing faults can be exchanged within the initial 3 months of purchase. If the same model is unavailable, our team will make every effort to identify a suitable alternative. We cannot accept any medical device that has incurred damage due to inappropriate or incorrect use.

The Crisci Group reserves the right to update or modify this policy at any time without prior notice.

For any questions regarding this policy, please reach out to any of our pharmacy staff.