

Goods Return Policy

1. This policy is intended to clarify and describe the terms and conditions under which Customers may return Goods for credit.
2. Goods are sold strictly on a non-returnable basis with certain limited exceptions and conditions set out below.
3. The Customer shall be entitled to return Goods to Medical Innovations only under the following circumstances:
 - a. Where the provisions of the Consumer Protection Act 68 of 2008 allow the Customer to do so.
 - b. The incorrect Goods have been supplied and are inconsistent with the Customer Order.
 - c. The Goods received are found to have been damaged prior to delivery.
 - d. The Goods received are defective/faulty.
 - e. If a recall on a particular Good has been announced and recalled by Medical Innovations.
4. Should a Customer wish to return any Good(s) and is entitled to in terms of paragraph 3, a request must be lodged with Medical Innovations within 5 (five) days of delivery via email at sales@medicalinnovations.co.za and the following details must be provided:
 - a. Customer account number.
 - b. Item Code and description of Good (s) being returned.
 - c. Invoice number and Customer Order Number.
 - d. Detailed explanation of reason for return.
5. No credit will be issued in respect of Goods returned for the following reasons:
 - a. Any "cold chain" or "temperature sensitive" Goods that are required to be stored below ambient temperature.
 - b. Discontinued Goods or custom Goods including custom paint or coating.
 - c. The Goods in question have reached or exceeded their expiry date.
 - d. The Goods are not in the same condition in which they were supplied by Medical Innovations i.e., broken pack, soiled, damaged by Customer, used by Customer inconsistent with specifications or unsellable or not re-usable for any other reason.
 - e. Goods which have a shelf life of less than 3 (three) months.
 - f. Goods which are found not to have been damaged by Medical Innovations prior to delivery or are not found to be defective or faulty after inspection and/or testing by Medical Innovations.
6. The Customer may be charged up to a 20% (twenty percent) handling fee for Goods returned which do comply with the criteria set out in paragraph 3 above. Additional fees for damaged product or parts that need rework may also apply.