

DOCUMENT TITLE:	REFUND POLICY (WEBSITE)		
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APPROVED BY:	Saul Behrmann	LAST REVISED:	May 2024
CAPACITY OF APPROVER:	Director/ CEO	SIGNED IN APPROVAL	<i>Saul Behrmann</i> Saul Behrmann (May 30, 2024 19:12 GMT+2)
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1. INTRODUCTION

This document outlines Medi Response's policy pertaining to returns and refunds in respect of Goods purchased online via the Company's official website.

2. DEFINITIONS

In this policy the following terms carry the meanings ascribed below:

- "Company" means Medi Response Holdings (Pty) Ltd.
- "Consumer" means the purchaser of Goods via the Company's website and interchangeably includes the terms "customer" and/or "purchaser".
- "Delivery" means the date on which the Goods are physically delivered and handed over to the Consumer.
- "Goods" means any product purchased through our website. This excludes services ordinarily rendered by Medi Response that are procured by a customer or client of the company.

3. APPLICATION OF THIS POLICY

This policy applies to all consumer purchases of Goods made via Medi Response's website.

4. REFUNDS AND RETURNS

4.1 Medi Response accepts the return of Goods purchased via our website in the following cases ("eligible orders"):

- 4.1.1 the Goods are faulty and/or damaged; and/or
- 4.1.2 the incorrect Goods were delivered to you; and/or
- 4.1.3 the order is incomplete, and you wish to return the order.

- 4.2 In the case of an eligible order, all returns and refunds are subject to the following terms and conditions:
- 4.2.1 the request for a return and/or refund must be made within 30 (thirty) days from the date of Delivery.
 - 4.2.2 the product must be returned in the same condition that it was in when it was delivered to the Consumer, and it is in its original packaging.
 - 4.2.3 The Consumer must produce the original receipt or provide proof of the purchase.
- 4.3 Refunds will be processed in accordance with this policy, and in a payment method that was used when the order was created, and into the bank account that it was paid from (e.g. credit card or EFT).
- 4.4 Refunds may take up to 7 (seven) business to reflect in the Consumer's account, and EFT refunds are subject to the verification of the Consumer's banking details.
- 4.5 Medi Response will refund purchases for the exact amount paid by the Consumer less –
- 4.5.1 Any delivery costs already incurred by Medi Response;
 - 4.5.2 Any restocking fee for special orders.

5. DAMAGES AND DEFECTS

- 5.1 The Consumer must inspect the Goods purchased upon Delivery and must advise the Company immediately if the Goods are defective, damaged or if the Consumer has received the wrong item, so that we can evaluate the issue and make it right.
- 5.2 Medi Response is entitled to inspect the Goods and/or to send them to the Company's supplier for testing prior to processing any refund.
- 5.3 Medi Response will not be obliged to process any refund in the event that the fault and/or damage is as a result of –
- 5.3.1 ordinary wear and tear;
 - 5.3.2 non-compliance with the manufacturers specifications, negligence on the part of the Consumer, user abuse and/or incorrect usage;
 - 5.3.3 any electrical surges and/or lightning damage;

6. RETURN AND REFUND PROCEDURE

To request a return, you can contact us at onlinesales@mediresponse.co.za.

If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package.

TAKE NOTE: Items sent back to us without first requesting a return will not be accepted and will not entitle the Consumer to any refunds.

For further queries, please contact us at:

onlinesales@mediresponse.co.za

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Final Audit Report

2024-05-30

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