

Returns

JB Pharmatron Group will only accept returned goods provided that prior agreement has been given in writing within 48 hours of receipt of delivery. The parcel must be returned in brand new condition, unopened and in the original packaging. The customer must bare the delivery cost of the return of the product / order. This applies to all orders with us unless:-

- Products that are ordered in error or that you changed your mind on will be entitled to a credit note at our discretion.
- Products that are faulty due to manufacturing process are entitled to a credit note under the manufacturers' warranty for a limited time specified in the manufacturer's terms and conditions. If a product is credit noted due to manufacturing defects, the buyer is responsible for the return of the goods to such address as directed by the supplier. We will then offer you a credit note on return including all reasonable postage costs. This does not affect your statutory rights.
- Products that are damaged in transit to the customer CANNOT be refunded. If a product is damaged in transit the customer or recipient must NOT sign for the delivery. Instead the customer must refuse delivery by the courier and contact us for further details.

Please e-mail us at accessories@jbpharmatron.com if you want to return your order.