

## Introduction

Due to legal restrictions, prescription medications ordered online cannot be returned to BetaCare Pharmacy stores.

This policy covers for return or exchange of over-the counter drugs for online purchases only and not walk-in store drug purchase.

### What Products can be Returned or Exchanged?

- Damaged packaging
- Products not as prescribed by a BetaCare doctor
- Products that have expired at the time of purchase

**When will Items be Returned or Exchanged?** The product(s) to be returned or exchanged must be returned within 3 working days after delivery.

**How Long does a refund process take?** Duration to Process Returns or Exchanged Product(s) takes a maximum of 7 working days to process and resolve returned product(s).

**In what conditions will Items be Returned?** Except in cases of a Production or Batch Error as well as Damaged or Defective product(s), all products sent for return or exchange:

- Must be returned in the same condition that they were received.
- Must be returned in the original packaging.
- Must be returned with a copy of the online sales receipts.

**What can Products be Returned for?** Product(s) can be returned for other product(s) (exchange) or a refund.

### What items are not eligible for returns or exchange?

Due to legal restrictions, prescription medications ordered online can't be returned

The following products are not eligible for return under any circumstance

- Food and Beverages
- Prescription medicines
- Products requiring special temperature storage conditions i.e., Cold Chain

### Customers are not legally entitled to a refund if:

- They change their mind or no longer want the goods
- They damage goods
- They choose a wrong colour and/or strength of drug etc.
- They find the item cheaper elsewhere

## Shipping/Delivery

Delivery costs are non-refundable. Return delivery cost is handled strictly by the customer.

**How will a Return or Exchange be Initiated?** Please send a mail to [support@betacare.ng](mailto:support@betacare.ng) to initiate return or exchange.