

Shipping and Payment Policy

For the purpose of this policy “shipping” will have the same meaning as “delivery.”

We make use of DHL courier services for all delivery requirements. Delivery charges are subject to change at any time, without prior notice to You. The applicable delivery charges are indicated in Your cart when you check out. Upon receipt of Your payment, the following time frames will be followed (within mainland UK) for all in-stock orders:

- Orders and payments received before 12h00, next day delivery (excluding weekends and bank holidays)
- Order and payments received after 12h00, 48-hour delivery (excluding weekends and bank holidays)

All out-of-stock purchases is subject to additional delivery times which will be communicated to You.

Our obligation to deliver Your order is fulfilled when the product/s are delivered to the physical address nominated by You during the order process. We are not responsible for any loss or unauthorised use of a product, after the product has been delivered to the physical address nominated by You.

Payments

We are committed to providing secure online payment facilities. We make use a third party for all online financial transactions. All transactions are encrypted using appropriate encryption technology.

Payment can be made through 2 (two) payment methods:

- Credit or debit card
- Bank Transfer

Credit and debit cards are subject to validation checks and authorization by Your card issuer. If we do not receive the required authorization, We will not be liable for any delay or non-delivery of Your order.

Contact Details

If You have any queries or concerns, please contact Us by sending an email with Your full name, order number and query / concern to: orders@bha-medical.com.