

RETURNS POLICY FOR DOCMD WELLNESS (October 2024):

In the event you want to return a product, please follow the steps below:

- All intended returns (shortages, damages, incorrect stock or quantity, short-dated, product complaints etc.), must be reported within 48 hours of delivery to DocMD Wellness. This is done either via our email reception@docmd.co.za or via our phone number 083 474 7896.
- If a return is approved, DocMD Wellness will issue the client with an emailed copy of a PICK UP SLIP.
- No Short-Dated Stock or Dormant Stock will be taken back by DocMD Wellness.
- All returns must be accompanied by:
 - A PICK UP SLIP: indicating item(s), description and quantity to be collected.
 - Items that are not on the PICK UP SLIP will not be collected.
 - If the quantity of items is lower than what is on the PICK UP SLIP, the collection is still valid. However- The client must indicate the revised quantity on the pickup slip and sign next to the changes as proof of what was handed over.
 - All Authorized returns must be packed in a manner that does not compromise the integrity.
 - Parcels must be packed according to GPP standards for transportation
 - Stock to be returned, must be received by DocMD Wellness in a saleable condition. It must be in the same state as received by the client. (no stickers or marks on the product or packaging).
 - All items that are opened or tampered with will not be eligible for return due to the nature of the products.
 - It is the clients responsibility to keep proof of any returns collected