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Return Policy

LAST UPDATED: 2024 – 09 - 30

Our products and services are free to use and purchase by any client. And by using them, you the user, are agreeing to comply with and be bound by the following terms of use.

Introduction

Welcome to Send Scrubs Namibia (registered and here-in referred to as "PMN Medical Attire CC" or "Seller" or "Company" or "we" or "our" or "us"). These Terms of Service ("Terms", "Terms of Service") govern your use of our products and services, including our website located at www.sendscrubs.com (together or individually "Service") operated by PMN Medical Attire CC.

Returns, Exchange and Refund Policy

Quality Guaranteed! At PMN Medical Attire CC we strive for excellence. We guarantee our merchandise to be free of manufacturing defects and will accept any defective item for refund or exchange. From the products we carry to customer support, we insist on only the highest standards for our customers.

Because our products are custom-made, Seller does not accept returns, and no refunds are available. Notwithstanding the foregoing, if within 10 business days of Buyer's receipt of custom apparel, Buyer discovers material defects in buttons, fasteners, stitching, or materials, it may submit an inquiry to Seller for verification; if Seller's Quality Control team determines in its sole discretion that an item is indeed defective, Seller will offer an equitable resolution of the matter to Buyer.

Return of goods must be approved by the Seller named in the relevant Sales Invoice. These authorised returns must be freight prepaid and will only be accepted if (unless otherwise agreed with the Seller) they are in a saleable condition in their original packaging;

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accompanied by documentation evidencing the Buyer's name, address and a return authorization number and the relevant Sales Invoice number or Instrument of Agreement number under which the goods were originally supplied; and reasonable detail regarding the reason for the return of the goods; and returned within 10 days of supply or delivery by Seller.

Other than in situations where the Seller is required to accept a return of goods, the Seller reserves the right to charge a handling fee of 10% of the price of the goods returned; and the Seller will not accept the return of goods specifically purchased, manufactured, machined or cut to size or to the Buyer's specification unless otherwise agreed between Seller and Buyer.

If for any reason we inadvertently sent you a defective or wrong product, we are happy to process an exchange or refund, if we're notified within 10 business days of order delivery confirmation.

We kindly ask the following if you would like to exchange or return an item:

- Items being returned must be in a brand new condition without stains, makeup, or soiling of any kind just as you would want to receive your order. Our products are worn in hygienic environments, and thus must be presented to our customers with 100% cleanliness. We reserve the right to refuse a return if it has clearly been worn, laundered, or excessively soiled.
- Original shipping/courier charges are not refundable, except in the case of a wrong or defective item delivered.
- We do not accept returns on masks or final clearance items.
- We do not accept returns or exchanges on any customized products including, but not limited to, the addition of buttons, sizing modifications, embroidery, etc., except in the case of a wrong or defective item delivered. If you are unsure about sizing or style preference, we suggest that you discuss sizing and styling concerns with the sales team before finalizing your order.

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- Refunds will only be applied to the original amount paid for the order, if the request is received within 10 days of order delivery confirmation, and will be in the amount of the order price minus the incurred shipping expenses. Please allow one billing cycle for your refund to show up on your credit card statement.
- You will be notified by email as soon as your exchange or refund has been processed. Please allow 14-business days for processing on all returns and exchanges, including courier/shipping time.
- If a refund is requested but an item is valid for an exchange, an exchange will be prioritized over a refund, unless a refund remains the only option.
- Should the customer elect to exchange for a new product of like-kind or otherwise, the customer will be responsible for any upcharge fees and/or shipping & handling expenses.
- If a customer elects to switch to a product of lesser value, the difference will be refunded to the original payment amount provided within 14 business days. Please note that credit card refunds may take longer for your bank to complete, depending on their processing times. This can vary greatly between credit card issuers.

Supply

We reserve the right to immediately suspend, cancel or discontinue the supply of goods to the Buyer without further notice to the Buyer where:

- (a) the Seller reasonably suspects that the Buyer is in breach of these terms and conditions; or
- (b) the Buyer is otherwise in breach of its payment obligations to the Seller (whether arising under these terms and conditions or otherwise), and the Seller will not incur any liability to the Buyer in respect of such suspended, cancelled or discontinued supply.

From time to time, the Seller may decide (in its absolute discretion) to cease stocking particular goods (Discontinued Goods).

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From time to time, the Seller may decide (in its absolute discretion) to cease stocking particular goods (Discontinued Goods). Where the Seller knows that Discontinued Goods are currently the subject of an order, Instrument of Agreement or Quotation with the Buyer, the Seller will:

- provide reasonable notice to the Buyer of its decision to cease stocking Discontinued Goods
- use reasonable endeavors to ensure that quantities of Discontinued Goods that are the subject of an order at the date of giving notice under paragraph (a) will be supplied to the Buyer in accordance with that order; offer to supply the Buyer with any similar goods to the Discontinued Goods that the Buyer has continued to stock (the price and terms of such supply to be agreed between the parties).

Buyer's Cancellation

Unless otherwise agreed in writing, the Buyer shall have no right to cancel an order which has been accepted by a Seller. If a right of cancellation is expressly reserved to the Buyer, such right of cancellation must be exercised by notice in writing from the Buyer to the Seller with which the order has been placed not later than 7 days prior to the estimated date of delivery by the manufacturer or that Seller as the case may be. Unless otherwise agreed between the Buyer and Seller, upon cancellation prior to delivery any deposit paid by the Buyer for bulk orders shall be forfeited to the manufacturer or Seller (as the case may be). Despite the cancellation of any order for any reason, the Buyer must still purchase from the Seller any goods ordered by the Buyer which constitute goods which were procured or ordered by the Seller before such cancellation, unless otherwise agreed in writing by the Seller.

To start a return, contact us at:

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teamsales@sendscrubs.com

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📞 061 245 282

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tops



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pants



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