

## Nu-Care Products Ltd - Terms & Conditions

### Navigation

Terms of Sale - Contract - Payment - Discount Codes - Pricing & Availability  
Delivery - Returns - Cancellations - Missing or Damaged Goods  
Liability of Claims - Disclaimer - Title - E & OE - Registered Address

### Terms of Sale

By ordering via this website you are purchasing a product subject to the terms and conditions listed herein. Orders are subject to availability and confirmation of order price.

### Contract

An automated email confirmation receipt will be sent once your order is received by a member of the Nu-Care Products Ltd team. Once acknowledgement of payment has been sent, a contract will be formed. Or alternatively, if a customer is on a credit account, a contract will be formed on sending out receipt of the order.

Nu-Care Products Ltd accepts payment by Debit Card and Credit Card via RomanCart Payments (Payment Processor)

### Payment

The card used for purchase will be debited for the full amount due at the time the order is placed. If the order is placed on a credit account then the card will be debited for the full amount 30 days from the date the invoice is created.

RomanCart is the payment service provider used by Nu-Care Products Ltd.

Upon delivery the customer will be required to sign a document/scanner to confirm receipt of your goods. The customer is solely responsible for ensuring the number of packages delivered corresponds with the number stated on the delivery note or scanner. If any discrepancy occurs or any damage to the packaging is visible, this must be noted on the delivery note or scanner.

### Discount Codes

Nu-Care Products Ltd may offer promotional and/or discount codes. These codes may apply to all of the order or to specific products, which will be specified in the promotions text. Conditions required to obtain any discount will also be specified in text and at the time the promotion/discount goes live.

### Pricing & Availability

The website is constantly being updated and error-checked to ensure prices, descriptions, and images of products are as up to date and accurate as possible, however sometimes errors do occur.

If a pricing error for any goods ordered occurs, a member of the Nu-Care Products Ltd team will contact you, inform you of the correct price, and give you the option of cancelling the item/order if desired. If an order is cancelled after payment is received, the customer will receive a full refund.

Prices listed are not inclusive of VAT.

Nu-Care Products Ltd reserves the right to make alterations to any information on the website without prior notice. Specifications of all goods are supplied by the manufacturer, and therefore are subject to change as a result of manufacturer changes.

## Delivery

Average order dispatch time is within 24 hours of receiving order online. Order dispatch time may vary dependant on availability of products. Nu-Care Products Ltd is not responsible for any costs resulting from delay of orders due to courier delays, manufacturer lead time, or force majeure.

**Please note:** *If the wrong delivery address is provided, Nu-Care Products Ltd will not be liable for delays. In addition, the customer will incur an additional delivery charge on each parcel where a change of address is required.*

All delivery charges are subject to V.A.T., Orders are subject to a packing and delivery charge at the following rates: (Please note that V.A.T. is NOT exempt on carriage)

Standard Delivery Rates	Price	
UK Mainland - Orders Under £95.00 Net	£6.95	(A quote on how many parcels the order constitutes will be provided upon receipt of order)
UK Mainland - Orders Over £95.00 Net	Free	
Northern Ireland - All Orders	£12 Per Parcel	
Scottish Highlands & Offshore Isles - All Orders	£12 Per Parcel	
Southern Ireland - All Orders	£17 Per Parcel	
The above delivery rates are for a 2-3 day delivery service, you will be notified of any delays as soon as possible.		
Upgraded Service Delivery Rates	Price	Quoted per parcel, please request a delivery quotation if in doubt. (Upgraded Service Delivery excludes some parts of Scotland and Offshore Isles. Orders are to be placed before 12pm on the day of dispatch. (Subject to stock availability)
UK Mainland - Next Day Delivery Before 12pm	£8.50 Per Parcel	
UK Mainland - Next Day Delivery Before 10:30am	£18.50 Per Parcel	
UK Mainland - Saturday Delivery	£16.50 Per Parcel	

## Returns

Nu-Care Products Ltd will assume that all goods delivered are in good condition unless otherwise notified. Any shortages, discrepancies, or breakages must be advised by telephone within 3 working days of receipt of order.

When delivery is made it is advised NOT to refuse any parcels as we are not responsible for unauthorised returning of goods. Failure to comply with these requirements will result in no refund being issued for damaged stock.

Nu-Care Products Ltd will arrange collection and accept returned goods in line with the 'Consumer Contracts Regulations'.

All collections of returned goods should be arranged by Nu-Care Products Ltd and suitably packed by the customer to avoid damage during transit. Collection charges will apply for incorrectly and/or over-ordered goods. Please note that goods which have been opened and/or used are not eligible for returns or credit.

Goods which have been specially ordered in for a customer may not be eligible for return. Where such products are illegible for return, a 25% restocking fee plus additional delivery charges will be incurred, in addition to the original delivery charge.

## Cancellations

If you need to amend your order, change delivery address, or cancel the order; please contact a member of our team for advice on: **01234 766 738** between **9:00am and 5pm, Mon – Fri** or contact us via email: [sales@nu-careproducts.co.uk](mailto:sales@nu-careproducts.co.uk)

We will require your order number, account number (if applicable), and the date the order was placed. Goods that have been customized or personalised in any way are not covered by your right to return. This also extends to goods that are set to expire imminently as a result of being in your possession for an extended period of time.

In the case that your order has not been dispatched during the cancellation period then no charges will be incurred & you will receive a refund if applicable. However, if your order has been dispatched then a £9 redirecting/collection charge will be incurred unless the customer wishes to return the order at their own cost.

### Missing or Damaged Goods

If you need to claim for missing or damaged goods, this must be done within three working days of receiving the order. Any claims placed later than this will not be accepted.

### Liability of Claims

Total liability for any claim shall not exceed the price of the goods supplied. Nu-Care Products Ltd will not be liable for any loss, however arising.

### Disclaimer

Use of our site is governed by these terms. Use of the site confirms acceptance of the terms and conditions. Nu-Care Products Ltd reserves the right to change our terms and conditions at any time.

The website is constantly monitored and maintained so as to avoid downtime, however sometimes this is unavoidable. Therefore, there is no guarantee given that the website will be always available.

Nu-Care Products Ltd are constantly working to ensure all information on the website is up to date and accurate, however there is no guarantee that this is the case and we are not liable for instances where it is not.

### Title

All rights to ownership and possession of goods supplied by Nu-Care Products Ltd shall remain and belong to The Company until payment in full for goods is received and cheques received are cleared.

You agree to keep the goods identifiable as the property of Nu-Care Products Ltd and keep them stored in a merchandisable condition.

### Errors & Omissions Excepted

Any typographical, clerical, or other omissions/errors however made in any of Nu-Care Products Ltd literature, quotations, price lists, invoices, or any other documents or information supplied by Nu-Care Products Ltd shall be subject to correction without any liability on their part.

### Registered Address

Unit 21 Broadmead Business Park, Broadmead Road, Stewartby, Bedfordshire, MK43 9NX  
Tel: 01234 766 738  
Email: [sales@nu-careproducts.co.uk](mailto:sales@nu-careproducts.co.uk)  
Web: [www.nu-careproducts.co.uk](http://www.nu-careproducts.co.uk)

Nu-Care Products Ltd are licensed wholesale dealers, License Number: WDL/20961/1 authorised to supply (GSL) General Sale List products under the Medicines Act. Our premises, handling, and distribution have been approved by the Department of Health.

Purchases made through Nu-Care Products Ltd website are made in accordance with the above Terms & Conditions. By purchasing through the website you are accepting these Terms & Conditions on behalf of both yourself and your company.

If you have any questions or queries regarding the Terms & Conditions, please email:  
[callum@nu-careproducts.co.uk](mailto:callum@nu-careproducts.co.uk)

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Please sign the document in the signature field below, and provide: your name, company name, position in company, and date. Then return this document as an attachment to:  
[callum@nu-careproducts.co.uk](mailto:callum@nu-careproducts.co.uk)

**Name:**  
**Company:**  
**Position:**  
**Date:**

**Signature:**

The signing/e-signing of this document is confirmation of acceptance of Nu-Care Products Ltd. Terms and Conditions by the above person(s)/company(s).