

Delivery Policy

Everwell Pharmacy

238 Stockport Road

Timperley

WA15 7UN

GPhC Registration Number: 1029521

Email: info@everwellpharmacy.co.uk

Last updated: 1 March 2026

1. Service Model

Everwell Pharmacy dispenses medicines only against valid private prescriptions issued by UK-registered prescribers and received via secure electronic platform. Patients do not place orders directly via our website. Dispensing occurs only after full payment of the issued invoice.

2. Delivery Method

All medicines are dispatched using Royal Mail Tracked 24. Tracking information is retained for audit and dispute resolution purposes.

3. Dispatch Timeframes

Medicines are normally dispatched within 1–3 working days of payment confirmation. Delivery timeframes are estimates and are not guaranteed.

4. Refrigerated Medicines

Certain prescription medicines require refrigerated storage. These medicines are dispatched in validated temperature-controlled packaging. Patients are responsible for ensuring timely receipt and prompt refrigeration where required.

5. Transfer of Risk

Risk transfers upon confirmed delivery to the address provided. Everwell Pharmacy is not responsible for incorrect address details supplied by the patient, missed deliveries, or courier delays outside our control.

6. Missing or Damaged Items

Claims for missing or damaged items must be reported within 48 hours of confirmed delivery. Evidence, including photographs where relevant, may be required.

7. Contact

For delivery queries, please contact Everwell Pharmacy using the details above.