

Returns, Refund and Terms of Supply

Everwell Pharmacy

238 Stockport Road
Timperley
WA15 7UN

GPhC Registration Number: 1029521
Email: info@everwellpharmacy.co.uk
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1. Regulatory Status

Everwell Pharmacy is a UK-registered community pharmacy regulated by the General Pharmaceutical Council.

We do not provide prescribing services or medical consultations. We dispense medicines only against valid private prescriptions issued by appropriately registered UK prescribers and transmitted securely via an approved electronic prescribing platform.

All medicines are supplied in accordance with the Human Medicines Regulations 2012 and applicable professional standards.

2. How Our Service Works

- A UK-registered prescriber issues a private prescription.
- The prescription is transmitted securely to Everwell Pharmacy.
- We generate and send an invoice directly to the named patient.
- Dispensing takes place only after full payment has been received.
- Medicines are dispatched via Royal Mail Tracked 24.

Patients do not place orders directly through our website.

Payment relates to the professional dispensing and supply of a prescribed medicine to a named patient.

3. Returns

We understand that there may be occasions when you wish to return an item. However, due to strict UK legislation, medicines cannot be returned under any circumstances.

This includes all prescription and non-prescription medications, such as:

- Prescription-only medicines (POM), including but not limited to: Wegovy, Mounjaro
- Other GLP-1 receptor agonists

- Over-the-counter treatments
- Anti-malaria tablets
- Pain relief products
- Antihistamines
- Medicinal creams and liquids

2. Why Medicines Cannot Be Returned

Regulatory Compliance: UK law requires strict control over the storage and handling of medicines. Accepting returns would breach these regulations.

- **Safety Concerns:** Once medicines leave our premises, their integrity cannot be guaranteed. Returned medicines must be destroyed to prevent health risks.
- If you no longer need a medicine, please take it to your local pharmacy for safe disposal.

This applies even if the medicine is unopened.

This is because:

- Dispensed medicines cannot legally be resupplied.
- Storage conditions outside pharmacy control cannot be verified.
- Medicines legislation prohibits resale of returned prescription medicines.

If you are unsure whether a product qualifies as a medicine, please contact us for clarification.

4. Refrigerated & Injectable Medicines

Certain medicines require refrigerated storage prior to first use.

These medicines are dispatched in validated temperature-controlled packaging.

Once delivery has been confirmed:

- Responsibility for appropriate storage transfers to the patient.
- Medicines cannot be returned due to inability to verify temperature conditions after delivery.
- Patients must ensure timely receipt and prompt refrigeration where required.

Failure to receive delivery does not entitle the patient to a refund.

5. Cancellation

Cancellation may be requested only before dispensing has commenced.

Once a medicine has been assembled, labelled, or prepared for dispatch, cancellation is no longer possible.

6. Refunds

Refunds will only be considered where:

- An incorrect medicine, strength, or quantity was supplied;
- The medicine was damaged prior to delivery;
- The pharmacy is unable to dispense the prescription;
- Cancellation was agreed before dispensing commenced.

Refunds, where approved, will be issued to the original payment method within 5–10 working days.

7. Delivery

- Medicines are dispatched via Royal Mail Tracked 24.
- Risk transfers upon delivery confirmation to the address provided.
- Claims for loss or damage must be reported within 48 hours of confirmed delivery.
- We are not responsible for courier delays once an item has been dispatched.

8. Clinical Responsibility

Everwell Pharmacy is responsible for dispensing medicines accurately in accordance with the prescription received.

Clinical responsibility for prescribing decisions rests solely with the issuing prescriber.

9. Payment Disputes

Patients must contact us directly regarding any concerns before initiating a payment dispute.

In the event of a dispute, we may provide payment processors with:

- A copy of the private prescription
- Dispensing audit records
- Invoice issued
- Delivery tracking confirmation
- Evidence of acceptance of these terms

10. Governing Law

These terms are governed by the laws of England and Wales.

Need Help?

If you have any questions or need assistance, please contact us at info@everwellkpharmacy.co.uk.