



REFUNDS AND RETURNS

To our valued customers and community members.

The Medics Lodge (www.medicslodge.com) is the trading name for Medics Lodge Ltd, registered company in the UK, company number: 11833310 - This returns and refunds policy will explain our agreement and your rights should you wish to return an item or require a refund.

Thank you for your purchase and supporting The Medics Lodge. Our team sincerely hope that you are happy with your order. However, in the extremely rare case that you feel that you are not completely satisfied with your purchase, you may return it to us for a full refund or an exchange subject to review.

Returns, refunds, and exchanges only apply to physical items purchased from the Medics Lodge store. All lecture/video rentals/subscriptions/purchases or digital files purchased from www.medicslodge.com are non-refundable. For face to face training courses please see our '*training terms and conditions*'.

All returns must be postmarked within 14 days of the purchase date. If there's any significant delay with the delivery of your product we will take this into account. All returned items must be in new and unused condition, with all original tags and labels attached.



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The return / refund process:

To return an item, please email us at sales@medicslodge.com or directly via social media to obtain a Return Merchandise Authorisation (RMA) number. After receiving an RMA number, place the item securely in its original packaging and mail your return to the following address:

Medics Lodge Ltd
1 The Morehall
284 Cheriton Road
Folkestone
Kent
United Kingdom
CT19 4DW

Please note, you will be responsible for all return shipping charges unless we have agreed to send a return mail label if the item is being replaced. It is your responsibility to ensure the item is returned (and arrives) safely to us.

As such, we strongly recommend that you use a trackable method to mail your return. If you choose not to, Medics Lodge Ltd will not be liable for any loss or damage that may occur during the return process and your refund will be void.



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The return / refund process:

All clothing items ordered are unable to be returned for refund unless approved by the sales team due to our inability to repackage and resell that item. All clothing garments and apparel items are printed in house on demand to reduce wasted stock and help lower our carbon footprint. Therefore reprints are not likely to be reproduced. Unless discussed with our sales department.

After receiving your return and inspecting the condition of your item, we will process your refund. Please allow at least five working days from the receipt of your item to process your refund. We will notify you by email when your return has been processed.

Whilst we try our hardest to ensure that all of our products leave our unit in immaculate condition sometimes errors do happen. For defective or damaged products, please contact us at straight away either by email: sales@medicslodge.com or freephone: 0333 090 5369 to arrange a refund or exchange.

PJ Mcleod
Managing Director



PROUDLY
SUPPORTING
THOSE WHO
SERVE.