

Returns, Cancellations & Refunds

Product Purchases

Cancellations

You can cancel your order at any point prior to the goods being sent out for delivery and a full refund will be made to you. This excludes orders where you have agreed to collect the Goods from Dr Preema London Clinic, where you must inform us within 14 days of your cancellation, in order to receive a full refund.

An email is sent out at the point the order is allocated for dispatch and at this point you can still cancel your order but the goods must be returned before the payment can be refunded.

Returns

You have 10 days from the receipt of your order to return the goods to Dr Preema London Clinic for a refund to be issued.

Our products cannot be returned for hygiene reasons unless faulty or damaged in the post. Only products that still have their security seal on the product intact can be returned unless faulty. Dr Preema London Clinic will refund payment within 3 working days of items returned and inspected.

Please contact our Clinic Coordinators on 0207 221 0043 before returning any unwanted or faulty items. In the scenario that this is not actioned, we shall not be able to process your return.

Faulty Items

Any products that you have received with a defect or are received in error by Dr Preema London Clinic, we will be happy to fully reimburse your costs for returning it to us.

Dr Preema London Clinic
4 Chandos Street
Marylebone,
London,
W1G 9DA
T 0207 221 0043

Treatment Purchases

Cancellations

We request that patients give at least 48 hours' notice to change or cancel an appointment. If an appointment (or a follow up appointment) is missed, cancelled or changed with less than 48 hours notice, there will be a £100 CHARGE. If this is not paid then no further bookings will be permitted.

When a patient does not show up for a scheduled appointment, another patient loses an opportunity to be seen, due to growing waiting lists. We also appreciate your understanding in that these are medical treatments & so occasionally can run a little behind. Sometimes clients may feel unwell during treatment and it is our responsibility to ensure that they recover before leaving us. In

these situations the unwell client will be our priority & we do expect our other clients to be understanding & we do thank you for this!

Refunds

Where purchasing a course of treatment, you have 14 days to request a refund on any treatments which have not already been redeemed. After this time any monies paid can only be credited towards alternative treatments.

Unused Payments

Part or full payments for a product or service must be redeemed within a year of the purchase date. Any monies paid but not used within this time will be forfeit and not eligible for a refund or credit to an alternative treatment.