

Returns Policy

At NCC, all the medication we supply is custom made by our technicians for each individual patient.

Because of this, we **cannot** accept returns and refunds for any of the following reasons

- The patient made the order via your store and you did not get pre-payment from the customer and they failed to collect it from you
- The patient made the order via your store and you did not get pre-payment from the customer and they decided they no longer need/want the medication
- The product has perished due to patient not storing correctly (e.g. has not been stored in the fridge etc.)

We **can** accept returns and do a free replacement if

- The product has been lost in transit (offering a replacement product)
- The product has arrived damaged whilst in transit (broken bottle etc)
- The products container is faulty (e.g. nasal spray bottle not spraying, pump action container not working etc.)

We **can** accept returns and refund the amount back to your account if

- The patient ordered via NCC to collect from your store but failed to do so after 2 weeks of the product arriving in your store

If you are unsure whether a product you have can be returned or refunded, please don't hesitate to call us on 1300 731 755 or email admin@customcompounding.com.au

