**Dispatching your Goods:**

Our opening hours are between 8.30am and 4.30pm Monday to Friday, and our sales team will be happy to deal with any queries you might have during these times.

All goods quoted for delivery shall be delivered to the address instructed by the customer. Depending on stock availability orders with multiple products will sometimes be sent out seperately in order for goods to be delivered as quickly as possible. The cost of goods delivered will be charged to the customer as defined on the web site. We would always endeavour to send items together, however based on stock availability, items may sometimes be sent in separate packages to ensure delivery is as quick as possible. The Company shall not be liable for any loss whatsoever caused by non-delivery or delay in delivery.

### Delivery Methods & Times:

Healthmed Supplies Ltd use various delivery methods, dependant upon the weight of the parcel. These methods include Royal Mail and Courier delivery services. Standard delivery usually takes 2-3 working days from date of posting, but may take longer if circumstances beyond our control disrupt postal services. If the standard tracked (no signature) or recorded service has been used and the item is stated as delivered we may not be able to replace goods unless a full investigation shows the items have been stolen in transit or on delivery, a crime number may be required.

### Delivery Charges:

The standard delivery charge is £6.95 for orders under £100 (excluding VAT) or FREE on orders over £100 (excluding VAT) UK mainland only, excluding Scottish Highlands.  
  
Healthmed Supplies Ltd reserve the right to change delivery charges without prior notice.  
  
Unfortunately we cannot deliver outside of UK.