

I-M Health Terms and Conditions of using the On-Line shopping facility

Making A Purchase - Browse the I-M Health store, add any items that you wish to buy into the shopping cart. After you have finished your selection, click on '**Checkout**' and you will be asked for a few details that we need to be able to complete the order.

We accept credit card payment, wherever you are shopping from, place your order and your credit card company will convert the transaction to your own currency.

1. I-M Health Ltd will only supply products/equipment under these Terms and Conditions. The use of software supplied by I-M Health is provided under the Terms and Conditions of the End User Licence Agreement.
2. The Buyer accepts full liability for the use of all products and services supplied by I-M Health Ltd. The Buyer assures they will only use equipment as specified by the terms and conditions of the manufacturer of the item. I-M Health is not responsible or guarantees the working of the equipment, and does not provide warranty for the equipment, all warranty is provided by the manufacturer of the equipment.
3. Products/equipment will not be supplied if prohibited by law or restricted by government regulation. The Buyer is completely responsible for the confirmation of their importation requirements.
4. The Buyer warrants that they hold I-M Health Ltd free of any and all legal action and prosecution. This includes any entrapment procedures that may be perpetrated or attempted by law enforcement and government agents and/or their agencies.
5. The Buyer affirms they are of legal age and capacity.
6. Courier services for product/equipment shipments will be provided, all charges including freight (courier costs) and taxes must be met by the Buyer, including all return costs if the Products have to be returned to I-M Health Ltd.
7. In the event of the Products being detained by a foreign Customs authority, the Buyer must provide evidence to I-M Health Ltd for their confirmation of importation. In such an event the Buyer should contact I-M Health Ltd before committing to any course of action, including the return of any Products. If Authorities retain the Products, the loss rests with the Buyer. In the event that the Products are returned by Customs, then when the Products are received at I-M Health Ltd they may be subject to a Product(s) Credit Note or Refund as per the conditions in section 11.
8. If the Buyer adjusts an Order before the Products are shipped then the adjustments will be accepted, providing there is no financial difference, otherwise only Products Credit Note(s) for other Products may be issued.
9. If the Buyer wants to cancel or adjust an Order after payment has been processed, but before the Products have been shipped, it is subject up to a 25% charge on credit cards or 15% charge on Money Orders, or a minimum of \$10, whichever is the greater.
10. If the Buyer wishes to return Products, as long as the Products are sent by the Buyer within 14 days of receipt and received by I-M Health Ltd in a good, unopened condition, a Product Credit Note can be issued, plus a charge for reshipping.
11. If I-M Health Ltd has shipped the wrong Products or Products have arrived in a damaged condition due to incorrect packaging, then the package and Products must be returned to I-M Health Ltd for inspection, (always contact I-M Health Ltd before undertaking any action). If the fault is identified and agreed, I-M Health Ltd will reship the Products.
12. I-M Health Ltd does not offer medical advice; all information is supplied on an educational basis and should not be construed to replace that of a physician. All translations are offered on a best effort basis.
13. I-M Health Ltd reserves the discretion to alter methods of shipments or to refuse Orders.
14. Other conditions that are not covered in these Terms and Conditions will be determined by I-M Health Ltd conclusively and I-M Health Ltd Terms and Conditions are subject to change without notice.

Shipping And Handling - Delivery times depend on parcel destination, but as a guide, orders are usually delivered within 7 to 12 working days from date of shipping.

Back Orders - If your item is not in stock, we will back order for you.

Credit Card Security - When the order is placed at our website, credit card numbers are encrypted using 128 bit encryption. They are only decrypted after they reach our computer. They are not held in clear text on any web site. Contact I-M Health - If you need to contact us, please email us using the link on the store page or email accounts@imhealth.com, alternatively, you can call on +44 207 117 0886 or fax us on +44 207 504 3788 or write to us at I-M Health Ltd, Central Business Exchange 2, West Wing, 382-390 Midsummer Boulevard, Milton Keynes, Buckinghamshire, MK9 2RG, United Kingdom.

Privacy Policy - I-M Health Ltd do not disclose buyers' information to third parties other than when order details are processed as part of the order fulfillment. In this case, the third party will not disclose any of the details to any other third party.

Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies. Data collected by this site is used to:

- a. Take and fulfill customer orders
- b. Administer and enhance the site and service
- c. Only disclose information to third-parties for goods delivery purposes