



women**first**
HEALTHCARE

Policy	Version	Date	Approved by	Changes
Cancellation and Refund Policy	1.0	March 2025	Board of Directors	Initial Policy

Alternative Format

If you require a copy in an accessible format, in a language other than English or would like someone to explain it to you, please contact us in writing:

Women first Healthcare LLP, 3 Beaufort Road, Edinburgh, EH9 1AG

Web contact form: www.womenfirsthealthcare.co.uk

Email: enquiries@womenfirsthealthcare.co.uk

Cancellation and Refund Policy

1. If you are purchasing services:

1.1 Under the Consumer Contracts Regulations 2013 (Information, Cancellation & Additional Charges), there is a 14-day cooling-off period. This means that you have 14 days to cancel your purchase and change your mind.

1.2 You have the right to cancel any service purchased online within 14 calendar days without providing any reason. The cooling-off period begins the day after you enter into the contract. To exercise this right, and to meet the cancellation deadline simply inform us of your decision to cancel within this 14-day period. We will process a refund for all payments received from you within 14 days of receiving your cancellation notice. However, once we have completed the services, you cannot change your mind, even if the cooling-off period is still running.

1.3 If you cancel after we have started the services, you must pay for the services provided up until the time you inform us of your decision to cancel. This means that if you request that the service begins during the cancellation period, you can still cancel within the 14-day period, but you will be required to pay for any services that have already taken place.

1.4 If you wish to cancel an appointment, you must give us at least 48 working hour's notice. For example, if you wish to cancel an appointment on a Monday, you must notify us by Thursday of the previous week. If you cancel with the agreed notice of 48 hours, you will be refunded in full within 14 days of us receiving your cancellation notice.

1.5 Cancellations made with less than 48 hour's notice will incur a fee of 50% of the appointment cost. This fee helps cover the costs associated with reserving the appointment time. Exceptions may be considered for emergencies or unforeseen circumstances.

1.6 You are responsible for full payment of the cost of the service if you fail to attend an appointment without providing prior notice. Prior notice is defined as 48 hours. Exceptions may be made for emergencies or unforeseen circumstances.

2. Cancellation of Medication Orders

The following outlines your rights to cancel an order for medication as a consumer:

2.1 If you are purchasing medication as a consumer (not for business purposes), you have the right to cancel your order within 14 days from the date of purchase. To exercise this right, please contact us via email at enquiries@womenfirsthealthcare.co.uk

2.2 You may cancel your order at any time up until the medication is prescribed and dispatched.

2.3 If you cancel your order before dispatch, we will reimburse you all payments received within 14 days of your cancellation notice.

2.4 Once the medication has been dispatched, you will lose your right to cancel due to the nature of the product (perishable goods).

2.5 If you cancel your order before dispatch, we will reimburse you all payments received within 14 days of your cancellation notice.

2.5 By agreeing to proceed with your order and making payment you acknowledge that you are requesting the immediate dispatch of the medication. You understand that once the medication is dispatched, your right to cancel will be forfeited.

You can cancel your appointment or purchase by selecting the cancellation link on your appointment letter or by emailing us at enquiries@womenfirsthealthcare.co.uk