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All items purchased from Enda Horan Ltd are made pursuant to a shipment contract. This basically means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

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#### **QUESTIONS:**

Questions regarding our Conditions of Usage, Privacy Policy, or other policy related material can be directed to our support staff by clicking on the "Contact Us" link in the side menu. Or you can email us at: endahoranpharmacy@live.ie

## **Privacy Policy**

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Your privacy is very important to us. Accordingly, we have developed this Policy in order for you to understand how we collect, use, communicate and disclose and make use of personal information. The following outlines our privacy policy.

* Before or at the time of collecting personal information, we will identify the purposes for which information is being collected.
* We will collect and use personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless we obtain the consent of the individual concerned or as required by law.
* We will only retain personal information as long as necessary for the fulfillment of those purposes.
* We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned.
* Personal data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up-to-date.
* We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.
* We will make readily available to customers information about our policies and practices relating to the management of personal information.

We are committed to conducting our business in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained.

## **Delivery Policy**

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## **Your Package Shipment**

Packages are generally dispatched within 2 days after receipt of payment and are shipped via An Post drop-off with signature.

Shipping fees include handling and packing fees as well as postage costs. Handling fees are fixed, whereas transport fees vary according to the total value of the shipment. We advise you to group your items in one order. We cannot group two distinct orders placed separately, and shipping fees will apply to each of them. Your package will be dispatched at your own risk, but special care is taken to protect fragile objects.

Packages are amply sized and your items are well-protected.

**Click & Collect Policy**

Items ordered by 1pm will be ready for collection from 5pm, same day. Items ordered after 1pm will be ready for collection from 11am the following morning.

## **Returns Policy**

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## **Products**

Enda Horan Ltd will accept, for return or exchange, items that are in original condition, unopened and free of damages, by the customer within 28 days of the order ship date.

If for any reason you are unhappy with your purchase, you can return it to us in its original condition with the packaging and tags intact for a full refund of purchase price (excluding delivery fee) within 28 days of the purchase date.

Please bear in mind items that are "not wanted" or ordered due to customer error (ie. wrong size/colour) will be charged postage.

## **Contact us**

If you have any questions about our Returns and Refunds Policy, please contact us:

By phone number: 071-9142560

By email: endahoranpharmacy@live.ie