

TERMS AND CONDITIONS OF USE

1. Introduction.

1.1 SNS Pharma Limited trading as Greenwoods Pharmacy operates and uses <http://www.greenwoodspharmacy.co.uk/> for sale of medicine. All pages within this website (collectively referred to herein below as this "Website"). shall be governed by these terms and conditions.

1.2 SNS Pharma Limited trading as Greenwoods Pharmacy is registered with General Pharmaceutical Council GPhC and www.greenwoodspharmacy.co.uk is registered with MHRA for sales of medicine in UK.

1.3 The customer is under obligation to disclose true & accurate medical history when filling medical questions on the website.

1.4 Our UK registered prescribers can request for further information before an order is accepted.

1.5 Order can be rejected for any reason as may be deemed fit by the Company. This includes but not limited to where the supply would result in health risks, non-availability of products, long anticipated postage, in ability of customer to provide additional information requested etc.

1.6 In case of rejected order, money taken would be refunded within 30 days

1.7 Order accepted would be communicated to customer through their registered email

2. Intellectual Property.

The intellectual property and material contained in this Website, and all such rights belongs to SNS Pharma Limited and are reserved.

3. Our products

The packaging of the product received may vary from that shown in images on our website. Where this is the case, we shall not be held liable for any form of damages or losses.

4. Changes to Products and/ Services

SNS Pharma Limited reserves the right to make changes to the products and services offered on this website at any time.

5. Privacy Policy

This Privacy Policy governs the manner in which SNS Pharma Limited collects, uses, maintains and discloses information collected from users (each, a "User") of www.greenwoodsparmacy.co.uk website ("Site"). This privacy policy applies to the Site and all products and services offered by SNS Pharma Limited.

5.1 We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

5.2 We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information

may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

5.3 Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

5.4 We may collect and use Users personal information for the following purposes:

- To improve customer service
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- To personalize user experience
We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- To improve our Site
We may use feedback you provide to improve our products and services.
- To process payments
We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

- To send periodic emails
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests.

5.5 We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site. Our Site is in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for Users.

5.6 We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You are legally entitled to request details of the personal information which we hold about you, under the UK's Data Protection Act 1998.

5.7 Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

5.8 SNS Pharma Limited has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

6. Returns, Refunds and Cancellation Policy

6.1 SNS Pharma Limited policies in respect of returns and refunds shall apply. It is your responsibility to contact SNS Pharma Ltd to seek clarification where interpretation of terms is needed.

6.2 You may request for a refund only if we are unable to fulfill your order as a result risk to your health.

6.3 We cannot accept returns request on processed orders after the medicine has been dispatched. Please note that Consumer contracts

(Information, Cancellation and Additional Charges) Regulations 2013 do not apply to the sale of medicinal products under a prescription.

6.4 We shall endeavor to ship the products based on customers' requirements (either next day or standard 2 day delivery) or within 30 days of accepting your order.

6.5 However, we would not be held liable for non-delivery as a result of circumstances beyond our control .e.g shipment delay by the shipping company or non-availability of products.

6.6 If you return something because of an error on our part or because it's damaged or defective, we will refund any charges incurred in returning the item to us (either by a personalised pre-paid return label or by refunding your return postage costs – up to 2nd class postage only).

We'll check all items returned as damaged or defective. In the event we find no fault, we reserve the right to re-charge you for the item/s and to recover our fees and expenses from you.

7. Delivery Policy

Here at SNS Pharma Limited we pride ourselves on excellent customer service.

7.1 We know that you don't want to wait days for your order to arrive. That's why we send every order with Royal Mail next day delivery or Second Class Post. Which means that, all being well, you should receive your parcel the following working day after it has been despatched or within 5 days. What's more, any order accepted before 1pm on a working day will be despatched on the same day.

7.2 However, although we promise to despatch your order quickly upon acceptance, it should be remembered that delivery is not guaranteed within this timescale and parcels can occasionally take longer to reach their destinations. Parcels sent to Northern Ireland, the Isle of Man, Isles of Scilly, the Channel Islands and certain parts of Scotland will usually take a little longer to arrive.

7.3 We deliver only to UK addresses

7.4 Based upon the weight of your item(s) you will have two options for your postage either Standard Postage or Next day delivery postage.

Standard postage cost £3.95 dependent on the normal weight and size of your order and will be sent Royal Mail Second Class and should take 2 - 4 working days for delivery. Should the item not arrive within this time scale please contact your local sorting office to ensure that they are not holding the item for you. Please note that Royal Mail do not class an item missing until 15 working days has passed as they say it can still be delivered until

this time. Replacements for undelivered orders won't be possible until after this time.

Next day delivery postage is £7.25 (on orders before 3pm) - items will be sent using Royal mail delivery.

7.5 When your order has been dispatched you will receive an e-mail notification advising of of this.

7.6 Contact us if you have not received your parcel within standard days - we will do anything we can to help. If an item sent by Royal Mail has not been received it can often be found at the local sorting office awaiting collection. If not, the Royal Mail has a specific procedure that we can follow in the event of a missing parcel. If your order has been dispatched with Royal mail next day delivery, we can track and trace it using their online system.

8. Customer Warranties

8.1 The customer undertakes to correctly fill in the consultation questionnaire contained in this revealing and disclosing all relevant information truthfully to the best of your knowledge.

8.2 Provision of false information shall invalidate this agreement.

8.3 You give your consent that your prescription can be fulfilled by Greenwoods pharmacy.

8.4 To provide additional information when required. If you do not provide additional information, we shall have the right to reject your order.

8. Complaints

8.1. The customer undertakes to stop the use of medication and contact their GP or Doctors immediately if they observed negative side effects due to the use of the medication.

8.2. The customer can also contact us on our email info@greenwoodspharmacy.co.uk for other complaints.

9. Limitation of liability.

In no event shall SNS Pharma Limited, nor any of its officers, directors and employees, be held liable in respect of any issues arising out of or in any way connected with your use of this Website, whether such liability is under contract, tort or otherwise, Furthermore, SNS Pharma Limited, including its officers, directors and employees shall not be liable for any indirect, consequential or special liability arising out of or in any way related to your use of this Website.

10. Indemnification.

SNS Pharma Limited is hereby indemnified from and against any and all liabilities, costs, demands, causes of action, damages and expenses (including reasonable attorney's fees) arising out of or in any way related to your breach of any of the provisions of these Terms.

11. Severability

In the event that any provision of these Terms is found to be unenforceable or invalid under any applicable law, such unenforceability or invalidity shall not render these Terms unenforceable or invalid as a whole, and such provisions shall be deleted without affecting the remaining provisions herein.

12. Assignment.

SNS Pharma Limited shall be permitted to assign, transfer, and subcontract its rights and/or obligations under these Terms without any notification or consent required. However, you shall not be permitted to assign, transfer, or subcontract any of your rights and/or obligations under these Terms.

13. Entire Agreement.

These Terms, including any legal notices and disclaimers contained on this Website, constitute the entire agreement between SNS Pharma Limited and you in relation to your use of this Website, and supersede all prior agreements and understandings with respect to the same.

14. Governing Law & Jurisdiction.

These Terms will be governed by and construed in accordance with English law and you can bring legal proceedings in respect of the products in the English courts. If you are a consumer and not resident in the UK, you may in some circumstances be permitted to bring proceedings in the EU member state in which you reside. If you are a business customer, then you agree to the exclusive jurisdiction of the English courts.