

General Terms and Conditions

- Disposable Thermometers should be stored in a cool, dry place (30 Celsius degrees and below).
- No exchange will be done on products damaged due to incorrect storage or manhandling by end user.
- No expired stock will be accepted for exchange or refund.
- Please do not endorse proof of delivery if goods are damaged or delivered short.
- Once Dr Temp receives a signed proof of delivery from client, Dr Temps potential liability to client will terminate.
- All CLAIMS to be lodged with Dr Temp within 24 hours of receipt of goods. Please send us a picture with your request to Orders@drtemp.com:
 - Should an exchange be requested, you will be liable for the courier costs incurred.
 - We will consider the condition of the goods being returned before making a refund or exchange.
 - We will offer a refund, exchange or replacement on all products returned, provided they are in their original condition, have not been opened, used, or damaged.
- Please note that we do not issue refunds on any products that have been open or used.
- Prices for our products are subject to change without prior notice.
- We reserve the right at any time to modify or discontinue the service (or any part or content thereof) without notice at any time.
- We have made every effort to display as accurately as possible the colours and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any colour will be accurate.
- Certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy.
- We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.
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Shipping Policy

- An additional surcharge of up to R250 may apply for outlying areas (areas that fall outside of the main delivery centres). An invoice will be sent to you for payment prior to dispatch.
- If you live in South Africa, your order will be delivered via a door-to-door courier service. Please make sure there is someone at your address between 8am and 5am, Monday to Friday.

- Insurance is not included in cost; Should you wish to take up insurance for your order, please contact us once your order is placed so we can quote and invoice you for insurance. We highly recommend taking up insurance for high-value orders against theft, hijacks, breakage, and leakages that may occur during transit. Dr Temp (Pty) Ltd is not liable for any loss, breakage, leakage and any damage that may occur during transit.
- Should you wish to order high volume of goods, please send an email to Orders@drtemp.com with your requirements.