

	<h1>GOODS RETURNS POLICY</h1>	Document Number:	
		Document Owner:	Supply Chain Manager
		Revision:	V01
		Revision Date:	25/02/2026
		Approved By:	CEO
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1. Purpose and Scope

This policy outlines the conditions, procedures, and timelines under which Dr Temp (Pty) Ltd accepts product returns and exchanges from clients. It applies to all products purchased directly from Dr Temp (Pty) Ltd.

2. Scope

This policy applies to all customers purchasing any product, such as but not limited to medical consumables, devices, or equipment from Dr Temp (Pty) Ltd, including but not limited to healthcare facilities, distributors, retailers, and end-users in the private, public, or any related market.

3. Return Steps

Refer to paragraph 7 for more information.

All returns are subject to approval. Dr. Temp is not liable for any monies/financial obligations incurred by the client/customer.

1. Assess if your returns fall under acceptable returns. If yes,
2. Gather evidence and write an email, with supporting evidence.
3. Await feedback if the return is approved.
4. If approved, arrange delivery in conjunction with Dr. Temp.
5. Warehouse will physically investigate. *(And if necessary, the manufacturer)*
6. Further arrangements will be discussed after the warehouse finds report is received

4. General Return Conditions

Due to the sensitive nature of medical consumables, devices, and equipment, returns will only be accepted under specific, controlled conditions. All return requests must be submitted in writing to and be investigated and authorised by Dr Temp (Pty) Ltd **before any goods are returned.**

4.1. Timelines and Conditions for Return Requests

Dr Temp (Pty) Ltd accepts merchandise returns within 7 (seven) working days, within business hours (08:00 – 16:30) from the receipt of a written complaint, provided all the following conditions are met:

- Written return request is sent to orders@drtemp.com within 24 hours from the date of the delivery of the product(s) as reflected on the endorsed proof of delivery. Onus lies on the client to ensure their proof of delivery is properly and legibly signed and dated appropriately.
- Written return request includes the following information:
 - i. Relevant order or invoice number
 - ii. Product name, batch/lot number, and quantity (attach tax invoice issued to the email)

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- iii. Reason(s) for return; Exact details of the product defect(s) with regard to the quality or specifications of the products
- iv. Supporting evidence: Photographic, videographic, or documentary proof to substantiate the return.
 - Products remain undamaged, unused, and in the same condition as received.
 - The identification tag(s), including the disposable seal and all labels, are intact.
 - Products are returned in their original packaging (*undamaged*).
 - Dr. Temp accepts product return complaints.

Note: Sterilised or sealed products that have been opened and tampered with after delivery are non-returnable due to sterility concerns.

5. Eligible Returns

Returns may be accepted under the following circumstances:

5.1. Damaged or Defective Goods

- Items damaged during delivery or found defective upon receipt.
- Written notification via email to Orders@drtemp.com and photographic evidence must be submitted within 24 hours of delivery.
- Upon verification by Dr Temp (Pty) and/or the manufacturer that the product is damaged or defective due to no fault of the client, a product replacement or credit note will be issued.

5.2. Incorrect Supply

- Products supplied in error (wrong item, size, or quantity) by Dr Temp (Pty) Ltd.
- Goods must remain unopened, unused, and in original packaging.
- Notification via written email to Orders@drtemp.com received within 24 hours of receipt of delivery of goods.

5.3. Product Recall

- Products subject to manufacturer or regulatory recall may be returned in accordance with recall instructions provided by Dr Temp (Pty) Ltd.

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6. Non-Returnable Items

For safety and regulatory reasons, the following items cannot be returned or credited:

- Wrongly ordered stock by client; Onus lies on the client to ensure the product they order is according to their specification through use of the website, email, or telephonic confirmation. Dr. Temp is not liable for the exchange or acceptance of returns of goods that the client erroneously ordered.
- Opened or used consumables, including sterile items.
- Temperature-sensitive or refrigerated goods.
- Products with broken seals or tampered packaging.
- Products that have expired or are nearing their expiration date in scenarios such as, but not limited to, the client's lack of use or the inability to resell the items, whether in a wholesale or retail capacity, or similar situations.
- Items purchased on special order, unless faulty or recalled.
- Products not stored according to the manufacturer's instructions.
- Product(s) not used appropriately as intended according to product instruction(s); It is the customer's responsibility to ensure they use the product according to the manufacturer's instructions. *If unsure on how to use a product, refer to our website www.drtemp.com or contact our offices (+2712 346 5146) to arrange product training.*

7. Return Process

Once a return request is sent, await further communication and approval for return authorization from Dr Temp (Pty) Ltd before sending/returning the product.

Once approved, return goods:

- In original, unused, unopened packaging and/or according to further instructions given by Dr Temp (Pty) Ltd.
- Via approved transport or courier arranged by Dr Temp (Pty) Ltd (for approved returns).

Should the client use their personal funds for purposes such as courier services without prior approval from Dr. Temp, any such unauthorized expenses incurred by the client will not be reimbursed or covered by Dr. Temp.

Unauthorized returns will not be accepted or credited.

8. Inspection of Goods Returned

All products returned, along with any accompanying evidence provided, will undergo thorough inspection and verification by the Quality Assurance and Supply Chain Department. Clients will be informed of return statuses and investigation results through email communication.

Following the approval of product returns, and upon receipt of the returned goods at Dr. Temp's designated contracted warehouse, the warehouse staff will perform a detailed physical assessment of the product in line with the issue described by the client. After this examination process is completed, the contracted warehouse will prepare a written report summarizing the findings, which will then be submitted to Dr. Temp.

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Credit or replacement will be processed only after:

- Returned items meet eligibility criteria, and
- The reason for the return is validated.

Freight charges will be covered by:

- Dr Temp (Pty) Ltd for defective, damaged, or incorrectly supplied product(s) by Dr Temp (Pty) Ltd.
- The customer for all other approved returns.

9. Liability

Dr Temp (Pty) Ltd shall not be liable for things such as, but not limited to

- Damages resulting from improper handling, storage, or use of the product.
- Unauthorized modifications to products.
- Indirect or consequential losses arising from product issues or delays in return processing.
- Returns without prior authorisation.


10. Amendments and Updates

This policy will be reviewed periodically and/or as required by regulatory updates to ensure ongoing compliance with SAHPRA and national legislation. Dr Temp (Pty) Ltd reserves the right to amend or update this policy at any time without notice. Changes become effective upon upload to the Dr Temp (Pty) Ltd website, and/or notification to the distributor. If any provision is found invalid or unenforceable, the remainder of this policy will remain in full effect.

11. Contact

For return authorization or further clarification:

Supply Chain Department:

 082 220 2966 / 073 163 2742/ 012 346 5146

 Orders@drtemp.com

 239 Bronkhorst Street. Unit 3a, Guild House. Nieuw Mucklenuck, 0181