

## Minim Healthcare Ltd. General Terms and Conditions Sales and Products

### Sales

Minim Healthcare, in line with many of our customers, operates a strict 'No purchase order number, no despatch' policy. We will not send items to a hospital unless there has been an official purchase order to request them or where a member of staff has specifically requested an item for evaluation or emergency.

Such requests where a purchase order number is not present will be subject to approval by Minim Healthcare and explicit agreement by the customer prior to despatch of goods.

### Payment

Payment terms are strictly 30 days from date of invoice unless otherwise agreed in advance.

### Returns

Returns must be authorised by Minim Healthcare prior to items being returned and any subsequent credits or refunds will be subject to goods being returned in saleable condition. Credit or refund for goods will be made at the sole discretion of Minim Healthcare. Where agreement is made for goods to be returned, such returns are to be made at the customer's cost unless otherwise agreed with Minim Healthcare. No returns will be accepted beyond 60 days after date of invoice.

### Price Reviews

Minim Healthcare reviews prices annually. We reserve the right to alter prices more frequently where necessary and without notice. We endeavour to inform customers in advance of any such extraordinary change. In general our customers can expect a price review to take place in January each year without specific notice of this change.

### Use of Products

All products sold by Minim Healthcare are correctly authorised / registered for use in the UK / Ireland as applicable. By purchasing products from us, our customers agree to use them according to the manufacturer's recommendations, instructions for use (IFU) and any supplementary guidance provided. No liability for product fault or damage / injury to patients or clinicians is accepted by Minim Healthcare where products are used outside recommendations / instructions for use. It is the customer's responsibility to familiarise themselves with all the relevant guidance/recommendations/instructions.

### Product Maintenance

It is the customer's responsibility to ensure that any maintenance / inspection intervals are observed, in line with manufacturer's instructions / guidance. Minim Healthcare endeavours to remind customers of the need for regular maintenance but cannot be held responsible for maintaining preventative maintenance schedules. Where an inspection is required, customers may contact Minim Healthcare to make specific arrangements for inspection or work to be carried out.

### Product Repair

Please see our Terms & Conditions for Servicing / Repairs / Returns.