



Midstream Pharmacy
Retire@Midstream Main
Building
1 Madeleine Street
Midstream, 1692
Tel: 012 940 9220

HealthChem Pharmacy
Shop 8,
Square@Midstream
Ashford Close
Midstream, 1692
Tel: 012 940 9000



Registration Number
2019/570866/07

VAT No. 4350262301

Terms and Conditions for Out-of-Stock Items

Availability: All products are subject to availability. We strive to ensure that all items listed on our website are in stock and that pricing is accurate. However, there may be instances where items become unavailable after an order is placed.

Notification: If an item you have ordered is out of stock, we will notify you as soon as possible via email or phone. You will have the option to wait for the item to be restocked, choose an alternative product, or cancel your order.

Substitutions: In the event that a product is out of stock, we may offer a similar item as a substitute. You will be informed of any substitutions and have the right to accept or decline the alternative product.

Refunds: If you choose to cancel your order due to an item being out of stock, a full refund will be issued to your original method of payment. Refunds will be processed within 7 business working days.

Pre-orders and Backorders: For items that are temporarily out of stock, you may have the option to place a pre-order or backorder. Estimated delivery times for pre-orders and backorders will be provided, but please note that these times are subject to change.

Limitation of Liability: We are not liable for any loss or damage arising from the unavailability of products. Our liability is limited to the refund of the purchase price of the out-of-stock item.

Changes to Terms: We reserve the right to update or modify these terms and conditions at any time without prior notice. Any changes will be effective immediately upon posting on our website.