

January 30, 2026

## TERMS & CONDITIONS

Welcome to **Alora Medical** ("Alora", "we", "us", or "our"). By accessing or using [www.aloramed.co.za](http://www.aloramed.co.za) ("the Website"), you agree to comply with and be bound by these Terms & Conditions. If you do not agree, please do not use this Website.

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### 1. Purpose of the Website

This Website provides information about Alora Medical, its products, and services, and may allow for enquiries and product purchases. The Website is intended for:

- Healthcare professionals
- Medical institutions
- Distributors
- Informed consumers

Content on this Website is **for informational purposes only** and does not constitute medical advice.

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### 2. Medical Disclaimer

- Alora Medical products are **medical devices** and must be used strictly in accordance with supplied instructions and/or guidance from a qualified healthcare professional.
- Information on this Website does **not replace professional medical advice, diagnosis, or treatment.**
- Alora Medical shall not be liable for outcomes arising from misuse, off-label use, or failure to follow instructions.

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### 3. Regulatory Compliance

Alora Medical operates in accordance with applicable South African laws and regulations, including requirements related to medical devices. Product availability and claims may vary depending on regulatory approval status.

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## Alora Medical (PTY) Ltd

VAT: 4420317812 | Registration number: 2023/852838/07

-  +27 68 622 7803
-  [info@aloramed.co.za](mailto:info@aloramed.co.za)
-  [www.aloramed.co.za](http://www.aloramed.co.za)
-  23 Stinkhout Street, Eldoraigne, 0157 Gauteng



#### 4. Use of the Website

You agree to:

- Use the Website lawfully and responsibly
- Not misuse, interfere with, or attempt unauthorised access to the Website
- Not reproduce, copy, or exploit Website content without written permission

We reserve the right to suspend or terminate access for misuse.

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#### 5. Product Information & Availability

- All product descriptions, images, and specifications are provided in good faith.
- We reserve the right to modify, discontinue, or limit products without notice.
- Prices are displayed in **South African Rand (ZAR)** unless stated otherwise and are subject to change.

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#### 6. Orders & Payments

- Orders are subject to acceptance and availability.
- Payment must be received in full before dispatch.
- Alora Medical reserves the right to cancel orders due to pricing errors, stock issues, or regulatory considerations.

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#### 7. Delivery

- Delivery timelines are estimates and not guaranteed.
- Risk passes to the customer upon delivery.
- Customers are responsible for providing accurate delivery information.

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#### 8. Returns & Refunds

Returns and refunds are governed by our **Returns & Refund Policy**, which forms part of these Terms & Conditions. Due to hygiene and safety considerations, certain medical products may not be returnable.

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## 9. Intellectual Property

All content on this Website, including but not limited to:

- Text
- Logos
- Trademarks
- Images
- Product names
- Designs

is the intellectual property of Alora Medical and may not be used, copied, or distributed without prior written consent.

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## 10. Limitation of Liability

To the fullest extent permitted by law:

- Alora Medical shall not be liable for indirect, incidental, or consequential damages
- We are not responsible for losses arising from reliance on Website content
- Liability is limited to the value of products purchased, where applicable

Nothing in these Terms limits rights under the Consumer Protection Act.

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## 11. Privacy

Your use of this Website is subject to our **Privacy Policy**, which explains how personal information is collected and processed in accordance with POPIA.

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## 12. Third-Party Links

This Website may contain links to third-party websites. Alora Medical is not responsible for the content, policies, or practices of such websites.

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### **13. Changes to Terms**

We reserve the right to update these Terms & Conditions at any time. Continued use of the Website constitutes acceptance of the revised terms.

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### **14. Governing Law**

These Terms & Conditions are governed by the laws of the **Republic of South Africa**. Any disputes shall be subject to the jurisdiction of South African courts.

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### **15. Contact Information**

For queries regarding these Terms & Conditions, please contact:

 [info@aloramed.co.za](mailto:info@aloramed.co.za)

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