

Returns & Refunds Policy

Thank you for shopping with **Alora Medical**. We want you to be satisfied with our products and your experience. Please read our policy below regarding returns and refunds:

1. Return Eligibility

Due to the **medical nature and hygiene sensitivity** of our products (e.g., ice pads, respiratory devices), returns are generally **not accepted** unless the item is:

- Defective
 - Damaged upon arrival
 - Incorrectly supplied
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2. How to Request a Return or Refund

To request a return or refund, please email us within **7 days** of receiving your order:

 info@aloramed.co.za

Include:

- Your order number
 - Description of the issue
 - A photo of the product if damaged
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3. Refund Approval

Once reviewed, if approved:

- A replacement product will be sent (where applicable), OR
- A refund will be issued to your original payment method

Refunds may take **5–10 working days**, depending on your payment provider.

4. Products Not Eligible for Return

Alora Medical (PTY) Ltd

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



+27 68 622 7803



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www.aloramed.co.za



23 Stinkhout Street, Eldoraigane, 0157
Gauteng



- Used products
- Opened hygiene items (e.g., perineal pads)
- Products purchased from third-party retailers — these must be returned via the retailer's process

5. Contact Us

If you're unsure whether your item qualifies for return or refund, please reach out to us directly:

 info@aloramed.co.za

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