MEDICATION HOME DELIVERY SERVICE/DRIVE THRU

TERMS & CONDITIONS

Please take note that by enrolling in Institut Jantung Negara's Medication Home Delivery/Drive Thru services ("**Services**"), patient acknowledges that he/she has read, understand and agrees to be bound by the following Terms and Conditions:

1. The Services is only a service to deliver medicines and NOT a service to sell medicines;

2. Pharmacy Department of Institut Jantung Negara ("**Pharmacy IJN**") requires at least 10 working days for medication home delivery service and 3 working days for Drive Thru service from the estimated collection date or order date (whichever is later) to process the request for medication ("**Request**").

3. Pharmacy IJN will not be responsible for any delay in the Services in the following situations:

   a. where the Request is submitted less than 10 working days for medication home delivery service and 3 days for drive thru service from the estimated collection due date or order date.

   b. where there is a delay by patient in submitting any documents as required by Pharmacy IJN (e.g prescription, guarantee letter etc.).

   c. where there is a delay by patient in responding to Pharmacy IJN's email requesting for additional information.

   d. where there is delay in payment.

   e. where the delay is caused by the delivery service providers in delivering the medication (s) or any other causes which is beyond Pharmacy IJN's control.

4. Pharmacy IJN has the right to hold any Services in the following situations:

   a. there is duplication of supply.
   b. patient has had a recent admission or visit in IJN.
   c. patient has defaulted clinic appointments for more than one (1) year without any valid reason.
   d. patient's guarantee letter or payer status has changed.
   e. patient is deceased.

5. Any decision to approve or reject the Request by Pharmacy IJN is final and no appeal will be entertained.

6. No refund will be given for any cancellation of the Services.

7. Pharmacy IJN will not be responsible for any wrong delivery arising out of incorrect address provided.

8. Title and risk of loss for all items ordered by patient shall pass to patient upon the item being passed over to the delivery service providers.

9. It is the responsibility of patient to inform Pharmacy IJN if an order does not arrive on time.

10. Please note that if an item is lost in transit, an investigation will be carried out and any replacement, if any, will be at the sole and absolute discretion of Pharmacy IJN.

11. Patient agrees that any late delivery does not constitute a failure by IJN Pharmacy in providing the Services and does not entitle patient to cancel an order.

12. Pharmacy IJN shall not be liable in any way for any loss or damage in the event that the item is lost, stolen or damaged after acceptance of delivery.

13. In the event that patient receive damaged item, patient should complaint to the delivery service providers for their further action.

14. If the delivery service is by Pos Malaysia Berhad ("**PMB**") and the first delivery attempt is unsuccessful, (e.g. where patient is not at the named address during delivery):

    a) a card will be left by PMB's representative at the said address informing patient that a delivery has been attempted and that patient is required to collect the item at the nearest PMB's branch stated in the card within fourteen (14) days from the date of the attempted delivery.

    b) If patient fails to collect the item within the prescribed period, the item will be returned to Pharmacy IJN.

    c) Subsequently, in the event re-delivery is requested, any costs arising from it will be borne by patient.

15. If the delivery service is by other providers and the delivery attempt is unsuccessful, the item will be returned to Pharmacy IJN.

16. Patient is solely responsible to maintain the confidentially and security of his/her personal data provided in relations to the Services.

17. Pharmacy IJN will not be responsible or liable for any misusage of data by unauthorized party.

<u>END OF TERMS</u>