

About Us The Urology Company Limited is dedicated to providing quality products to your satisfaction. If you have any suggestions or comments please email us using the link on the online shop page.

Our Contact Details The Urology Company Limited, 4th Floor, 233 High Holborn, London, WC1V 7DN Phone: + 44 (0) 203 077 5411 Fax: + 44 (0) 203 077 5440 Email: info@theurologyco.com VAT Registration Number GB 982 3309 09

Making A Purchase Making a purchase could not be easier. Just browse our store, and add any items that you wish to buy by clicking the "Buy Now" button. After you have finished your selection, click on "Checkout" and you will be asked for a few details that we need to be able to complete the order.

We accept credit card payments.

When you receive confirmation of an order, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order and hence a contract between us when we send you a receipt. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Shipping And Handling We offer free postage and packaging on all orders delivered to the United Kingdom (including Northern Ireland) and the Republic of Ireland. Please note that deliveries are made to the delivery address you supply to us. Re-dispatch of any returned orders may incur an additional delivery charge.

Please note that some of our products are licensed for UK distribution only. Overseas deliveries, where possible, may incur a delivery charge. Please contact us for further information.

Delivery Schedule All orders received before 1:00pm UK time (excluding weekends and bank holidays) will usually be dispatched to you within two working days anywhere in the UK. Orders for large quantities or special requests may take up to seven working days.

If stock is unavailable at the time of ordering, you will be contacted within 24 working hours. Please provide relevant contact details.

If you have any questions regarding delivery times, or to check that an item is in stock, you can call our customer service team on 0203 077 5411 or email info@theurologyco.com

Back Orders Stock Items

Items held in stock will be dispatched within 48 hours of us receiving your order. If you have ordered a number of items, these will be dispatched as they become available. We will not hold up your entire order waiting for an out-of-stock item or new release to arrive in stock.

Out of Stock Items

In most cases, out-of-stock items are on order from the manufacturers. When we receive the product, we will ship it to you promptly. If your order is not ready to ship within 10 days, we will send you an update via e-mail. If for any reason we determine that an ordered item will no longer be available at all, we will notify you immediately by e-mail, cancel the item from your order and delete the item from our website. We will refund your payment for this item or you may select an alternative product of the same value.

Tax Charges All prices listed on The Urology Company Limited website are inclusive of VAT.

Credit Card Security When the order is placed at our website, credit card numbers are encrypted using 128 bit encryption. They are only decrypted after they reach our computer. They are not held in clear text on any web site. The Urology Company does not store credit card details and will not share your information with third parties.

Guarantee Please refer to Returns Policy.

Privacy Policy Privacy at The Urology Company Limited is very important to us.

All information we store is for The Urology Company Limited's use only, is kept strictly confidential and will not be sold, reused, rented or disclosed to any third party without your permission.

Any information you give us will be held with the utmost care and will not be used in ways that you have not consented to. If you have any questions, please feel free to call or email us.

The Urology Company does not store any credit card details and will not share your information with third parties.

Written Communications

Applicable laws require that some of the information or communications we send to you should be in writing. When using our site, you accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on our website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

Returns Policy At The Urology Company Limited we want you to be happy every time you shop with us. If, for whatever reason, you are unhappy with your purchase, all you have to do is return it to us in good condition and unopened (seals intact) within 14 days and we will issue a full refund for the price of the item. We will be happy to refund the purchase price in full if the return is a result of our error or a defect (see below). To make a return, please give the reason for the return and wrap the package securely and then send it to the address below:

The Urology Company Limited
4th Floor,
233 High Holborn,
London,
WC1V 7DN

Damaged or Defective Items

If you receive a damaged or defective item, we will promptly send you a replacement or issue you a full refund after you have returned the damaged or defective product. You will not be charged any additional shipping or handling fees for replacement shipments. You can contact The Urology Company Limited by post, e-mail, phone or fax, at the address given above.

Complaints Procedure

Should you in any way be unhappy with the service that you have received, please email info@theurologyco.com and we will undertake to deal with your complaint within 24 hours. Your correspondence will be treated as confidential and you will be kept informed of the steps taken to resolve your problem.