



INSTITUT JANTUNG NEGARA
National Heart Institute

TERMS & CONDITIONS

MEDICATION HOME DELIVERY SERVICE

Please take note that:

- a) By subscribing to or using our service, you agree that you have read, understood and are bound by the Terms and Conditions;
 - b) This service is only a service to deliver medicines and NOT in any way to be taken as a service to sell medicines; and
1. The Pharmacy Department of Institut Jantung Negara (“**Pharmacy IJN**”) requires at least 10 working days from the estimated collection due date or order date (whichever is later) to process the order for medication (“**the Request**”).
 2. Pharmacy IJN will not be responsible for any delay in the delivery of the medication(s) which is due to any of the following situations:
 - a. where the Request is submitted less than 10 working days 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 in responding to Pharmacy IJN email requesting for additional information.
 - d. where there is delay in payment.
 - e. where the delay is caused by Pos Malaysia Berhad in delivering the medication (s) or any other caused which is beyond Pharmacy IJN’s control.
 3. No refund for cancellation of the service is allowed.
 4. Pharmacy IJN has the right to put on hold any delivery service 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 doctor visits 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 Pharmacy IJN will not entertain any form of appeal for the rejected Request.



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6. Delivery

- 6.1 Pharmacy IJN will not be responsible for any wrong delivery arising out of incorrect address provided.
- 6.2 Title and risk of loss for all items ordered by patient shall pass on to patient upon the item being passed over to Pos Malaysia Berhad.
- 6.3 It is the responsibility of patient to inform Pharmacy IJN if an order does not arrive on time.
- 6.4 Please note that if an item is lost in transit, Pharmacy IJN will not dispatch a replacement item immediately. An investigation will be carried out and it will be treated as case by case basis under the discretion of Pharmacy IJN.
- 6.5 Patient agrees that any late delivery does not constitute a failure of our agreement, and does not entitle patient to cancel an order.
- 6.6 Pharmacy IJN shall not be liable in any way for any loss or damage arising from items lost, stolen or damaged after acceptance of delivery.
- 6.7 In the event that patient receive damaged item, patient should complaint to Pos Malaysia Berhad for their further action.
8. If the first delivery attempt is unsuccessful, (e.g where patient is not at the named address during delivery), a card will be left by Pos Malaysia Berhad'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 Pos Malaysia Berhad's branch stated in the card within fourteen (14) days from the date of the attempted delivery. If patient fails to collect the item within the prescribed period, the item will be returned to Pharmacy IJN. Subsequently, patient will be asked if they wish to collect the item personally or a redelivery is necessary. Patient will borne any costs incurred in returning, redelivering etc of the items.
- 7.0 Patient is solely responsible for maintaining the confidentially and security of his/her personal data provided here.

Pharmacy IJN will not be responsible or liable for any misuse of data by unauthorized individual.

END OF TERMS