



HARD TO FIND MEDICINES

TERMS & CONDITIONS

Terms and Conditions

1. The Hard To Find Medicines Service is only available for NHS Prescriptions issued by an NHS Hospital Consultant, GP or Dentist. We cannot accept private prescriptions for this service.
2. Before sending any NHS prescriptions to us you must call us by telephone, when we will indicate the likelihood of our being able to supply the required medication, the expected time required, and if you pay for NHS prescriptions, confirmation of the charges applicable for the prescription.
3. There is no additional charge for this service. The costs incurred in the procurement will be borne by Hard To Find Medicines through NHS funding, however any normal NHS prescription charges must be paid at the current rate unless the patient is exempt from paying prescription charges, in which case the back of the prescription must be filled out in full. Failure to pay correct charges, or to correctly make the legal declarations of exemption from charge, will cause a delay in you receiving your medication. Failure to pay the correct fee, or make a suitable declaration within 28 days of a request from Hard To Find Medicines will result in non-supply of the prescription item, and destruction of the prescription.
4. Hard To Find Medicines do not guarantee to supply any products. We will endeavor to supply, or to obtain and supply if not held in stock, any products supplied against a legal NHS prescription. Should we be unable to supply we will endeavor to inform you as soon as possible.
5. It may sometimes be necessary to use a product sourced from outside The United Kingdom, or to have a product made to a specific formulation to ensure supply. We will endeavor to inform you should this be the case before accepting the order.
6. Any time frame given for supply is only an estimate, given with best intentions, it is not a guarantee, Hard To Find Medicines will not be liable for any problems or expenditure caused by any delay.
7. All medications will be sent to you by courier, and must be signed for on receipt, no exception to this delivery method is possible, however if it is more convenient we can deliver to an alternate address.
8. Hard To Find Medicines can not be held responsible for any prescriptions that are lost in the post, having been posted to us.
9. Unfortunately we cannot supply any medications covered by the Controlled Drugs regulations.
10. Any costs incurred in sending your prescription (outside of the Freepost service) or in collecting your item from a couriers depot as a result of a failed delivery, will not be reimbursed by Hard To Find Medicines.
11. Any prescriptions received with outstanding postal charges, or NHS prescription charges will not be processed until all outstanding costs have been settled.
12. In the delivery of this service companies and Pharmacies outside of Hard To Find Medicines may be used, however your personal and medical information will always be protected and never used for any marketing purposes by businesses outside of Hard To Find Medicines.
13. Should you have any complaints about any aspect of our service, please contact us, if we cannot resolve the issue to your satisfaction you can follow our complaints procedure, a copy of which is available on request.
14. Contact Details
We Are: Hard to Find Medicines. The Pharmacy, Datchet, Berks, SL3 9JH.
Telephone 01753 584744

A Division of Jacinthe Rayner Ltd Pharmacy Est 1934 Company No 292283.
Registered Office 196 Ouseley Road, Wraysbury, Middx.
Superintendent Pharmacist Mr Simon Carter MRPharmS
As a registered Pharmacy we are regulated by The Royal Pharmaceutical Society of Great Britain, our registration can be confirmed by contacting RPSGB directly. Registration No. 1029024.
15. Jacinthe Rayner is an NHS Contractor, it is not owned by the NHS but is contracted to provide services on behalf of NHS.

I accept these Terms and Conditions



Please tick the box if you accept these terms and conditions.

Then post this form along with your Prescription and a completed Checklist to:

Signature

FREEPOST RSAY-HKSA-XXAY

Hard to Find Medicines, The Green, Datchet, SLOUGH SL39JH