Terms and Conditions

Union Medico recommends that you read these Terms and Conditions carefully before using this Website and this Web Store.

Our details

The Website is owned by Union Medico ApS. The company is registered in Denmark

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Customerservice@unionmedico.com
www.unionmedico.com

Union Medico administers this Website and Web Store from the company´s headQuarters in Copenhagen, Denmark. The presentation made on this Website is for personal use only and if you choose to access this Website or make use of the Web Store, you do that on your own initiative and are responsible for compliance with applicable local laws. This Website, this Web Store and these Terms and Conditions will be governed and construed in accordance with the laws of Denmark without giving effect to any principle of conflicts of laws.

We do our best to make sure that all the content on our Website is correct. We do, however, reserve the right that unintentional errors may occur.

If you have Questions regarding this Website, this Web Shop or these Terms and Conditions, please contact Union Medico at Customerservice@unionmedico.com.

These Terms and Conditions shall apply to all sales made through Union Medico and will exclude any application of any deviating general or specific conditions of terms of buyer. No waiver or modification of these conditions of sale shall be binding upon Union Medico, unless approved in writing by an authorized representative of Union Medico.

Union Medico reserves the right to change its stock availability on the Website and to remove items from the product range before purchase has been registered. We cannot be held responsible for price changes, writing mistakes or products out of stock. We furthermore make you aware that colors on your computer screen are not always 100% identical to the ones shown on our Website.

Ordering

You can order our products from the Web Store of Union Medico. By placing an order with Union Medico you automatically accept the Terms and Conditions of Union Medico. By placing an order on this Website you warrant Union Medico to be at least 18 years of age. If Union Medico reasonable believes that you are not legally entitled to order a product, we reserve the right to cancel your order. Union Medico only sells products to individuals who can purchase with a credit card or pay an invoice. Union Medico reserves the right to refuse access to the Website, terminate accounts, remove or edit content or cancel orders at our discretion.

When you have placed an order at our Web Store, you will receive an e-mail from Union Medico acknowledging that we have received your order. This does not mean that your order has been accepted as all orders are subject to acceptance by Union Medico and are subject to availability. You will receive an acceptance of your order only when the purchased products have been dispatched (shipping confirmation). The contact only relates to products whose dispatch we have confirmed in the shipping confirmation.

Payment and prices

The price of any product will be as displayed on our Website. These prices do not include delivery costs and payment fees, which will be added to the total amount due.

Union Medico accepts payment from your credit card when you place an order at the Web Store. Making purchases in our Web Store is secure (SSL). We use state of the art technology to keep your credit card information safe. Orders will only be effective, after your complete payment transfer has been received, and you have accepted the Terms and Conditions described here.

All prices on the Website are stated in Euros. All countries within the European Union are shipped on a Delivery Duty Paid (DDP) basis, which means that taxes and duties are included in the price at checkout. Countries outside the European Union are shipped on a Delivered At Place (DAP) basis, which means that the prices displayed are exclusive of all taxes and duties, as well as Danish VAT. International orders are subject to and may incur taxes and duties as determined by the customs agency within the destination country.

The payment is only withdrawn from your account when the product has been dispatched by Union Medico.

Delivery

When you have received the order confirmation, the time of delivery will be between 2 to 7 days depending on the final destination. If the product that you order is out of stock, we will inform you of this on the invoice and you will thus only pay for the products that you have received.

In case Union Medico has reason to Question the buyers solvency or ability to pay for delivered products, Union Medico has no obligation to make delivery and shall be entitled to stop products under carriage.

Returns

Union Medico accepts returns. You must within 14 days after you have received the goods inform us that you wish to return the goods to us. The goods must be returned to us not later than 14 days after you have informed us that you wish to make use of your right to return the goods. The goods must be returned to the address at the bottom of this page. You are responsible for the return expenses. The goods can be returned even in the case where the goods have been used. When we receive the returned goods, it will undergo a Quality control, where we will assess the Quality of the goods and if the goods have not been impaired the purchase sum will be reimbursed in full to your credit card. If the value of the goods has been impaired the full amount except for the impairment will be reimbursed to your credit card. Contact Union Medico on Customerservice@unionmedico.com and we will inform you of the practical procedure when you wish to return your purchased product to us.

Union Medico does not accept returns in relation to goods such as medico eQuipment or medicine that for health protection or hygiene reasons are not suitable to be resold to another buyer. These goods will for security and health reasons be sold in a sealed package and when that sealing has been broken by the buyer, the purchase sum will not be reimbursed to the buyer.

Shipment

Orders will be sent directly to the delivery address that you have informed Union Medico of when registered for the purchase. Union Medico cannot be held responsible if that address is not correct. We send your order by mail and we will always use the international track and trace system.

Damaged goods

If the products are being damaged during transportation Union Medico is responsible for the loss. It is the responsibility of the consumer to report the problem with damaged goods to Union Medico when you receive the product. Please see our address at the top of this page.

Guarantee

In relation to product guarantee, Union Medico complies with the Danish sale of goods act. Union Medico gives a two year guarantee against incorrect goods. If the goods that you have received are incorrect, please contact Customerservice@unionmedico.com Quoting your reference number, your name and address, details of the product and reason for the return and we will inform you of the details and reQuests in relation to the replacement or the refund of the incorrect good.

Use of product and product liability

Before you use the product, you shall seek advice from your medical advisor as to the correct use of the product. Start with a Manual injection to find suitable needle length and where to deposit your drug.

Further you shall read the instruction leaflet that comes with the product carefully along with instructions provided to you with your medical drug before you start using the product. You shall to run some tests before injecting the drug (load, unlock, release). Please also be aware that you need to check needle size and seek advice from medical adviser if you weight changes.

Union Medico does not have any product liability and cannot be held responsible for any accident or body damage occurred related to the misuse of the products.

Force Majeure

Union Medico is not liable for any non-performance caused by circumstances beyond our control, which directly or indirectly prevents, obstructs or render production, delivery or freight uneconomical until such obstacles has been removed. Such circumstances shall be deemed to include difficulties to procure raw material as well as other difficulties and disturbances, including but not limited to war, riot, labor conflict, fire, flood, storm, accident, fuel or power shortages, transportation shortages, obstacles or interruptions regarding transportation at sea and breakdowns or interruptions of any kind as regards to our eQuipment or facilities, which are deemed necessary for the performance of our agreements obligation.

Privacy policy

Please review our private notice, which also governs your visit to the Website to understand how we use your information.

Copyright, legal statement and database rights

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Before use of the product, please carefully read the instruction leaflet that follows the product. This instruction information can also be found on our web-site on www.storeunionmedico.com.

Waiver

If you breach these Terms and Conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation when you breach these conditions

Governing law and jurisdiction

Your use of this Website and any purchase of any products by you on the Website will be governed by and construed in accordance with the laws of Denmark and will be deemed to have occurred in Denmark. You agree, as we do, to submit to the exclusive jurisdiction of the Danish courts.

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