



Buying Terms and Conditions

Last Updated: [Insert Date]

Tizig Pharma Pvt. Ltd. ensures compliance with Nepalese laws and World Health Organization (WHO) guidelines for the responsible sale and distribution of pharmaceutical products. By submitting a prescription and placing an order through our online form, you must accept these Terms and Conditions. Please review them carefully before proceeding.

1. Eligibility to Purchase

- 1.1. Customers must be at least 18 years old and legally eligible to purchase pharmaceutical products in their country.
- 1.2. Orders are accepted only from countries where the import of our products is legally permitted.
- 1.3. Customers from Nepal will have their inquiries redirected to a DDA-registered authorized pharmacy within Nepal.
- 1.4. A valid prescription issued by a licensed medical practitioner, in compliance with WHO guidelines, must be provided.
- 1.5. A No Objection Certificate (NOC) for import from the respective country's regulatory body must be submitted if required.

2. Prescription Submission and Verification

- 2.1. A clear and valid prescription must be uploaded before placing an order.
- 2.2. Prescriptions are verified with the issuing medical practitioner or relevant authorities.
- 2.3. Orders will be canceled if the prescription is found invalid, unauthorized, forged, or non-compliant with WHO guidelines or the drug import rules of the respective country.
- 2.4. Repeated submission of prescriptions without a valid medical review may result in further verification or rejection.
- 2.5. Compliance with import regulations, including obtaining NOC or import permits, is the customer's responsibility.

3. Order Processing and Approval

- 3.1. Orders are processed only after the prescription and import documents have been reviewed and approved. Approval time does not include delivery time.
- 3.2. order approval or rejection notifications are sent via email or phone.
- 3.3. Orders violating WHO regulations or the drug import rules of the respective country may be rejected.

4. Payment Terms

- 4.1. Payments are accepted after prescription and import documents are approved.
- 4.2. Accepted payment methods are communicated upon order approval.
- 4.3. Prices displayed on the website are in Nepali Rupees and are subject to change based on regulatory requirements.

5. Shipping and Delivery

- 5.1. Shipments are made only to countries where the import of our pharmaceutical products is legally permitted.
- 5.2. Medicines are dispatched within two business days after payment confirmation, with dispatch details shared immediately. Estimated delivery times range between 7-21 business days, subject to delays caused by customs or regulatory inspections.
- 5.3. Accurate shipping details must be provided, as lost or delayed shipments due to incorrect addresses are not the responsibility of Tizig Pharma Pvt. Ltd.
- 5.4. Import duties, taxes, or regulatory fees imposed by the respective country are the customer's responsibility.
- 5.5. Verification of import regulations and submission of a valid NOC if required must be ensured before placing an order.

6. Returns and Refunds

- 6.1. Returns are not accepted except in cases of damaged, expired, or incorrect products. (Holes or cracks on HOPE bottles and caps are considered damage, but torn duplex boxes are not.)
- 6.2. Any discrepancies, damages, or quality concerns must be reported to Tizig Pharma Pvt. Ltd. and the courier company within 48 hours of receiving the order.
- 6.3. Refunds are issued only after verification and approval by the quality assurance team.
- 6.4. Refunds will not be provided for orders confiscated by customs due to non-compliance with import regulations or failure to submit the required NOC despite prior verification.

7. Legal Compliance and Liability

- 7.1. Ensuring that the ordered medication is legally permitted for import and personal use in the respective country is the customer's responsibility.
- 7.2. Tizig Pharma Pvt. Ltd. holds no liability for legal issues arising from the import or use of pharmaceutical products.
- 7.3. Compliance with WHO regulations regarding the sale, storage, and distribution of medications is strictly maintained.
- 7.4. Medical advice is not provided. Consultation with a healthcare provider is required before using any purchased medication.
- 7.5. Necessary permission from government authorities must be obtained before purchasing.

8. Pharmaceutical Safety and Regulation

- 8.1. Medications are stored and handled by WHO guidelines to ensure safety and efficacy.
- 8.2. Counterfeit, unauthorized, or unregulated medications are not sold.
- 8.3. Any adverse drug reactions must be reported to a healthcare provider and Tizig Pharma Pvt. Ltd. for record-keeping.

9. Privacy and Data Protection

- 9.1. Personal and medical information is handled with strict confidentiality in compliance with international data protection standards.
- 9.2. Data is not shared with third parties except as required by law or regulatory authorities.
- 9.3. Requests for deletion of personal data can be submitted to the support team.

10. Modifications to Terms and Conditions

- 10.1. These Terms and Conditions may be updated at any time to maintain compliance with WHO regulations.
- 10.2. Continued use of our services after modifications implies acceptance of the revised Terms and Conditions.

11. Contact Information

For any inquiries regarding these Terms and Conditions, contact:

Tizig Pharma Pvt. Ltd.

Maligaun-5, Kathmandu, Nepal

info@tizig.com.np

By placing an order, it is confirmed that these Terms and Conditions have been read, understood, and agreed to in compliance with WHO guidelines.