



Terms and Conditions - Thame Pharmacy

Agreement to Terms

These Terms and Conditions form a legally binding agreement between you ("you") and Thame Pharmacy ("we", "us", "our") regarding your use of our website and services.

By using our website or registering with Thame Pharmacy, you confirm that you have read, understood, and agree to these Terms and Conditions. If you do not agree, you should not use our services.

About Us

Thame Pharmacy is a community pharmacy providing NHS and private pharmacy services to patients in Thame and surrounding areas.

Address: Thame Pharmacy (Portacabin), Thame Community Hospital, East Street, Thame, Oxfordshire, OX9 3JT

Registration and Prescription Nomination (Important)

By registering with Thame Pharmacy via our website, you confirm that you are happy for us to act as your nominated pharmacy.

This means:

- Your NHS electronic prescriptions will be sent directly to Thame Pharmacy
- We may check and update your nomination status with NHS systems where necessary
- We may confirm your GP details to ensure prescriptions are processed correctly

If you wish to change or remove your nomination at any time, please contact us and we will process your request promptly.

How Our Service Works

- We receive your prescriptions electronically from your GP or as paper prescriptions
- We dispense your medication safely in line with NHS and regulatory standards
- Your medication will be prepared for collection or delivery (where applicable)
- We will keep you informed throughout the process where possible

Please note: we can only dispense medication once we have received a valid prescription.

Ordering Prescriptions

We recommend:

- Ordering repeat prescriptions via the NHS App or directly through your GP practice
- Allowing at least **3 working days** for your prescription to be processed

For first-time registrations or changes, please allow additional time.

Delivery Service

We offer a free delivery service for housebound patients and those aged 60 and over.

Deliveries are made using trusted delivery services. Some medications may require a signature upon delivery.

Your Responsibilities

By using our services, you agree to:

- Provide accurate and up-to-date information
- Order your prescriptions in good time
- Follow instructions provided with your medication



- Not share medication with others
- Ensure any exemption claims are valid and up to date

Providing incorrect information may affect your care.

Unwanted Medication

Once medication has been dispensed, it cannot be returned or refunded. Unwanted medicines should be returned to a pharmacy for safe disposal.

Cancellations

Orders can only be cancelled before medication has been dispensed. Once dispensed, cancellations are not possible.

Liability

We are responsible for dispensing your medication accurately and safely in line with professional standards.

We are not responsible for:

- Delays outside of our control
- Incorrect information provided by you
- Misuse of medication

Nothing in these terms affects your legal rights.

Changes to These Terms

We may update these Terms and Conditions from time to time. Continued use of our services indicates acceptance of any updates.

Complaints

If you are unhappy with any aspect of our service, please contact us:

Thame Pharmacy (Portacabin), Thame Community Hospital, East Street, Thame, Oxfordshire, OX9 3JT
01844 885998

We aim to resolve complaints promptly and fairly.

Governing Law

These Terms and Conditions are governed by the laws of England and Wales.