



a **boost** from within



iv vitamin therapy .....



April 2024

## The IV Bar Refund Policy

The IV Bar is committed to ensuring the satisfaction of our customers with every purchase or treatment. Should you not be satisfied with your purchase, we will make every reasonable effort to exchange, refund or credit you in accordance with this policy:

### IV drips:

Once the saline and vitamins have been mixed for the client, we will not be able to refund your drip unless there is a medical reason that you cannot complete the treatment.

### NAD drips:

When booking a NAD+ loading phase, the NAD+ vials need to be ordered in specifically for each client. Should you be unable to finish the NAD+ loading phase, you will receive a voucher to the value of the loading phase, prorated, which can be used at The IV Bar your NAD+ drip was booked at. This voucher can be used for other drips or retail products.

### Returns for defects or errors on our part:

In line with the Consumer Protection Act 68 of 2008, if any goods purchased from our store have a defect within three months after purchase, you have the right to return them for a full refund or replacement. Please bring the defective item and original receipt to the store.

### Retail vitamins and supplements:

Unopened supplements may be returned for a full refund or exchange within 14 days of purchase, provided you have the original receipt. Please note that any supplements that have been opened cannot be returned, in line with pharmaceutical regulations.

### Vouchers:

Vouchers can only be used to purchase an IV infusion or retail products from The IV Bar. Vouchers cannot be exchanged for cash.

### Refund method:

Refunds will be issued in the original form of payment. For purchases made with a card, the refund will be issued to the same card. For cash purchases, refunds will be issued in cash.

### Receipt required:

All returns require a receipt as proof of purchase. Please keep your receipt as we cannot process returns that do not have a valid receipt for.

### Right to refuse returns:

We reserve the right to refuse returns in certain situations such as: merchandise not purchased from our store.