

PERSONALCHEMIST – TERMS & CONDITIONS

Last Updated: [01-05-2026]

1. INTRODUCTION

These Terms & Conditions (“Terms”) govern your access to and use of the PersonalChemist platform, including the website, mobile applications (iOS and Android), and all associated services (collectively, the “Platform”).

By accessing or using PersonalChemist, you agree to be legally bound by these Terms. If you do not agree, you must not use the Platform.

2. ABOUT US

PersonalChemist is a UK-based digital health platform that provides:

- Over-the-counter (OTC) medicine supply
- Health information and guidance tools
- Pharmacist-reviewed product checks
- Wellness and healthcare product retail services

PersonalChemist operates in partnership with a registered UK pharmacy regulated by the General Pharmaceutical Council (GPhC).

3. ELIGIBILITY

To use PersonalChemist, you must:

- Be **18 years or older**
- Be a **resident of England, Scotland, or Wales**
- Provide accurate and truthful information during registration

We reserve the right to suspend or terminate accounts that do not meet these requirements.

4. MEDICAL DISCLAIMER

PersonalChemist **does not provide medical diagnosis or treatment.**

- The Platform is **not a substitute for professional medical advice, diagnosis, or treatment**
- Always consult your GP, pharmacist, or healthcare professional before taking any medicine
- Our tools and content are informational only

Use of the Platform is at your own risk.

5. SERVICES PROVIDED

5.1 Health Guidance Tools

We provide tools for:

- Drug interaction checking
- Side effect awareness
- Pregnancy safety
- BMI and general health indicators

Important: These tools do not guarantee complete or accurate clinical coverage.

5.2 Product Search and Purchase

Users may:

- Search for medicines, supplements, and wellness products
- Purchase OTC products where permitted

Prescription-only medicines (**POMs**) are **not supplied via the Platform**.

5.3 Pharmacist Review

All medicine orders may be subject to:

- Review by a registered pharmacist
- Request for additional information
- Approval, modification, or rejection of orders

Pharmacists may contact you directly before approving supply.

6. USER ACCOUNT RESPONSIBILITIES

You agree to:

- Maintain confidentiality of your account login details
- Provide accurate, up-to-date health and personal information
- Update your profile when health details change

You are responsible for all activity under your account.

7. CLINICAL PROFILE DATA

To improve safety, PersonalChemist may collect:

- Medication history
- Allergies
- Medical conditions
- Other relevant safety information

This enables faster and safer pharmacist review for future orders.

8. ORDERS AND ACCEPTANCE

- All orders are **subject to pharmacist approval**
- We reserve the right to:
 - Refuse supply
 - Limit quantities
 - Request further information

An order is only confirmed once approved and processed by the pharmacy.

9. PRICING AND PAYMENTS

- All prices are listed in GBP (£) and include VAT where applicable
- Payments are processed securely via **Stripe**
- PersonalChemist does **not store**:
 - Card numbers
 - CVV codes
 - Expiry dates

We reserve the right to update pricing at any time.

10. DELIVERY

- Delivery is available within Great Britain only
- Delivery times are estimates and not guaranteed
- Risk transfers to you upon delivery

We are not responsible for delays caused by:

- Courier services
 - Incorrect address details
 - External factors beyond our control
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11. REFUNDS AND RETURNS

11.1 Medicines

Due to UK regulations:

- Medicines **cannot be returned or refunded** unless:
 - Delivered incorrectly
 - Damaged or defective
 - Not delivered at all

11.2 Non-Medicine Products

- May be eligible for return/refund
 - Must be unused and in original packaging
 - You must contact customer support within a reasonable timeframe
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12. PLATFORM USE AND RESTRICTIONS

You agree not to:

- Use the Platform for unlawful purposes
- Provide false or misleading health information
- Attempt to bypass pharmacist review systems
- Interfere with system security

We may suspend or terminate accounts violating these rules.

13. HEALTH AND SAFETY LIMITATIONS

While PersonalChemist uses safety systems:

- No system is clinically exhaustive
- Not all drug interactions or risks may be identified
- Users remain responsible for their health decisions

Always seek professional medical advice when unsure.

14. INTELLECTUAL PROPERTY

All content on the Platform, including:

- Logos
- Text
- Software
- Tools

is owned by or licensed to PersonalChemist.

You may not copy, reproduce, or distribute content without permission.

15. PRIVACY AND DATA PROTECTION

We process personal data in accordance with UK GDPR.

Data We Collect:

- Identity details (name, DOB, contact)
- Clinical information (for safety checks)
- Delivery address
- Usage data via cookies

Security:

- Hosted on secure platforms (e.g., Google Cloud)
- Payments secured via Stripe

For full details, see our Privacy Policy.

16. COOKIES

We use cookies to:

- Ensure website functionality
- Remember user preferences
- Improve performance and experience

You can manage cookies through your browser settings.

17. LIABILITY LIMITATION

To the fullest extent permitted by law:

- PersonalChemist is not liable for:
 - Health outcomes from product use
 - Indirect or consequential damages
 - Errors in tool-generated guidance

Nothing excludes liability for:

- Death or personal injury caused by negligence
 - Fraud or fraudulent misrepresentation
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18. THIRD-PARTY SERVICES

We rely on third-party providers including:

- Payment processors (Stripe)
- Cloud infrastructure (Google Cloud)
- Authentication providers

We are not responsible for failures in third-party systems.

19. SERVICE AVAILABILITY

We do not guarantee:

- Continuous access to the Platform
- Error-free operation

We may:

- Update
- Modify
- Suspend
- Discontinue services

at any time.

20. TERMINATION

We may terminate or suspend access:

- For breach of Terms
- For safety or legal reasons
- At our sole discretion

You may stop using the Platform at any time.

21. REGULATORY COMPLIANCE

PersonalChemist operates:

- Within UK pharmacy and distance-selling regulations
- With oversight from a registered pharmacist
- Providing **OTC and GSL products only**

We do **not supply prescription-only medicines (POMs)**.

22. GOVERNING LAW

These Terms are governed by:

- The laws of **England and Wales**

Any disputes will be subject to the exclusive jurisdiction of UK courts.

23. CHANGES TO TERMS

We may update these Terms periodically.

- Updates will be posted on the Platform
 - Continued use constitutes acceptance
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24. CONTACT INFORMATION

For questions or support:

PersonalChemist UK

Website: <https://personalchemist.com>