Rexmedix Terms and Conditions

Nov 22, 2026

1. About these terms

These Terms and Conditions ("Terms") govern your use of rexmedix.vercel.app (the "Website") and every purchase of products from Rexmedix, whether you order through WhatsApp, phone or email. Rexmedix is operated by **Rexmedix Limited, RC 9765764**, of **Shop D-C1, Kaura Modern Market, Gudu, Abuja, FCT, Nigeria** ("Rexmedix", "we", "us").

By using the Website or placing an order, you agree to these Terms and to our Privacy Policy. If you buy on behalf of a hospital, clinic, pharmacy, reseller or other organisation, you confirm that you are authorised to bind it to these Terms.

2. Eligibility and regulated products

- You must be at least 18 years old to place an order.
- Some products, including certain pharmaceuticals, diagnostics and professional medical equipment, may be sold only to licensed healthcare facilities, pharmacies or qualified professionals, or only with a valid prescription. We may ask for a licence, registration certificate or prescription before we confirm an order. We may decline the order if you cannot provide it.
- Products are for their intended use, as described by the manufacturer. Rexmedix does not give medical advice. Always follow the product label and instructions, and consult a qualified healthcare professional about diagnosis, treatment or how to use a medical device.
- You are responsible for ensuring that any product you buy for resale, tender or institutional use meets the requirements that apply to you.

3. Products and information

We sell genuine products sourced from licensed manufacturers and distributors. We try to describe and picture every product accurately, but images are for illustration. Packaging, colour or model details may vary slightly from what is shown. Product information on the Website does not replace the manufacturer's label or instructions for use.

4. Prices and quotes

- Prices on the Website are shown in Nigerian naira (NGN) and are **guide prices only**. The final price is confirmed on WhatsApp (or in a written quote) before you pay.
- Unless stated otherwise, guide prices do not include delivery charges.
- Bulk, wholesale, institutional and tender orders are priced by quote. A quote is valid for **[7] days**, or the period stated on it, and depends on stock being available.
- Prices can change because of exchange rates, import costs or supplier pricing. A price already confirmed to you will not change for that order once you have paid.

5. How orders work

1. **Enquiry.** You add products to an enquiry on the Website and send it to us on WhatsApp, or contact us directly.
2. **Confirmation.** We confirm availability, the final price, any delivery fee and the expected delivery time.
3. **Acceptance.** A contract is formed only when we confirm the order and receive your payment, or agree credit terms with you in writing.
4. **Refusal or cancellation by us.** We may decline or cancel an order before dispatch. Reasons include stock being unavailable, an obvious pricing error, or eligibility requirements not being met. If you have already paid, we will refund you in full.

6. Payment

- Payment is made by **[bank transfer to our business account / card / payment link / other]**. Our official account details are given only by Rexmedix staff through our verified WhatsApp number or email. We are not responsible for payments made to any other account.
- Orders are processed once payment is received, unless written credit terms have been agreed with a facility or institution.
- Approved business customers on credit terms must pay invoices within the period stated on the invoice. We may pause supply on overdue accounts.

7. Delivery

- We deliver nationwide across Nigeria to homes, clinics, pharmacies and hospitals. Delivery fees and estimated times are confirmed before payment.

- Delivery times are estimates. Delays caused by couriers, weather, security, public holidays or other events outside our control do not entitle you to cancel, unless the delay is unreasonable.
- Please give an accurate address and a reachable phone number. If a delivery fails because of wrong details or because nobody is available, re-delivery may cost extra.
- **Items that ship from abroad** have longer lead times, which we will tell you when you order. They can be affected by customs clearance. Once ordered from the supplier, they may not be cancellable.
- Risk in the products passes to you on delivery. Ownership passes once we receive full payment.
- **Inspect your delivery on arrival.** Report missing, wrong or visibly damaged items within **48 hours** of delivery, with photos if possible.

8. Returns and refunds

For health and safety reasons, some products cannot be returned once they have left our care.

Situation	What we do
Wrong item, missing item, or item damaged in transit, reported within 48 hours	Replacement or full refund, including delivery
Faulty equipment, reported within the warranty period	Repair, replacement or refund under section 9
Unopened, unused equipment in original packaging, returned within **7 days** because you changed your mind	Refund less delivery and any restocking fee of up to **[10]%**. You pay return delivery
Opened or used consumables, pharmaceuticals, diagnostic test kits, or hygiene items such as masks and gloves	Not returnable unless faulty or supplied in error
Special-order or imported items ordered for you	Not returnable unless faulty or supplied in error
Temperature-sensitive products	Not returnable once delivered unless faulty or supplied in error

To request a return, contact us on WhatsApp or by email with your order details and photos. Approved refunds are paid to your original payment method within **[14] working days** of approval. Nothing in this section limits your rights under the Federal Competition

and Consumer Protection Act 2018.

9. Warranties

- Medical equipment comes with the manufacturer's warranty, where one applies. We will tell you the warranty period when you order and help you make a claim.
- Warranties do not cover damage caused by misuse, accidents, unauthorised repairs, not following the instructions, or normal wear and tear.
- Consumables and pharmaceuticals are supplied within their expiry dates. We aim to give reasonable remaining shelf life on every delivery.
- Apart from the warranties above and any rights you have by law, products are supplied as described by the manufacturer.

10. Limitation of liability

- Nothing in these Terms limits liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited under Nigerian law.
- Subject to that, we are not liable for indirect or consequential loss. This includes loss of profit, business or data, and losses caused by misuse of a product or by failing to follow its instructions.
- Our total liability for any order is limited to the price you paid for that order.
- We are not responsible for failures or delays caused by events beyond our reasonable control, such as supplier shortages, customs delays, strikes, natural events, network outages or government action.

11. Using the Website

You agree not to misuse the Website. This includes trying to gain unauthorised access, introducing malware, scraping content for commercial use, or using it for anything unlawful. We may update, suspend or withdraw the Website at any time. Links to third-party sites, including WhatsApp, are governed by those sites' own terms.

12. Intellectual property

The Website's content, design, text and the Rexmedix name and logo belong to Rexmedix or its licensors. Product names, brands and trademarks belong to their manufacturers. Mentioning them does not imply endorsement. You may not copy or reuse our content without written permission.

13. Complaints

If you are unhappy with a product or our service, contact us first and we will try to resolve it within **[14] days**. Consumers may also contact the Federal Competition and Consumer Protection Commission. Product safety or quality concerns about regulated products can also be reported to NAFDAC.

14. Governing law and disputes

These Terms are governed by the laws of the Federal Republic of Nigeria. Both parties will first try to settle any dispute through good-faith negotiation. If that fails, the dispute may be referred to mediation or arbitration in Abuja under the Arbitration and Mediation Act 2023, or brought before the courts of the Federal Capital Territory, Abuja.

15. Changes to these Terms

We may update these Terms from time to time. The version on the Website on the date you place your order applies to that order.

16. Contact us

- **WhatsApp/Phone:** +234 813 120 4372 (0813 120 4372)
- **Email:** rexmedix@gmail.com
- **Address:** Rexmedix Limited, Shop D-C1, Kaura Modern Market, Gudu, Abuja, FCT, Nigeria
- **Hours:** Monday to Saturday, 8:00am to 6:00pm

Effective date: 22 November 2026