



END USER TERMS OF USE TERRYWHITE CHEMMART WEBSITE AND myTWC APPLICATION

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Thank you for accessing www.terrywhitechemmart.com.au (**Website**) or downloading and installing the TerryWhite Chemmart myTWC App from the Apple iOS store or Google Play store (**App**). The Website and the App (**Software**) are leading customer interfaces which will help you to manage your health needs including fulfilling your scripts and electronic scripts (**Scripts**) with your selected TerryWhite Chemmart pharmacy that you have selected on the App or that have been selected to fulfil your Order from the Website (**Selected Pharmacy**); access information in relation to prescription medications, dosing and medication history, manage medication adherence through SMS reminders, book and manage health services, and earn reward points on purchases and other activities.

By clicking on the 'Accept' button or otherwise downloading, installing, accessing or using the Software and continuing to receive the related services provided via or in connection with the Website or the App (**Services**), you agree with us to be bound by:

1. this End User Terms of Use (**Agreement**),
2. our Rewards Plus Terms and Conditions at <https://terrywhitechemmart.com.au/legal/rewards-terms-and-conditions>; and
3. our Returns Policy at <https://terrywhitechemmart.com.au/legal/returns-policy>, Click & Collect policy at <https://terrywhitechemmart.com.au/delivery/click-collect> and Home Delivery policy and <https://terrywhitechemmart.com.au/delivery/home-delivery#charge>.

Please read these documents carefully before continuing. Together these documents form the legal agreement between TW&CM Pty Ltd ACN 136 833 620 (**TWCM** or **we, us, our**) and you.

In this Agreement, 'you' means all person(s) downloading, accessing, using and/or receiving the benefit of the Software and the Services, including but not limited to a person you are caring for (**Patient**) using the 'Family Mode' in the Software.

If you are using the App and/or the Service for the benefit of a Patient, you warrant and must ensure that the Patient has expressly authorised such usage and has also agreed to be bound by the Agreement. If you are a Patient who has authorised a user to use the Software and/or the Service for your benefit, you warrant and must ensure that the user has also agreed to be bound by the Agreement.

Our Privacy Policy details the types of personal information we collect, who can access the information and the purposes for which it may be used. TWCM takes the privacy of patient and pharmacy data very seriously. A copy of the latest version of our Privacy Policy can be found at: <https://terrywhitechemmart.com.au/legal/privacy>.

You are also deemed to have accepted the terms of the Agreement if:

- a copy of the Agreement is made available to you if requested by you at your TerryWhite Chemmart Pharmacy and you consent to your pharmacist signing you up to the Service; or
- we provide you with a copy of the Agreement via email or a hyperlink to the terms of this Agreement via SMS and you either notify TWCM that you accept the terms of this Agreement or begin to receive or continue receiving the benefit of the Service after receiving such notice.

TWCM may in the future send direct communications to offer you additional health products and services including:

- additional information and training about your medication and health condition;
- health programs, products or services that may be of interest to you;
- services offered by your chosen pharmacy, doctor or other health care provider; and
- information regarding joining a clinical research program.

You acknowledge that the information you may receive in relation to the above examples may be matched and targeted to your condition(s) or drug profile which may be identifiable through health information which we collect, store, and use upon download, installation, access and use of the Software.

In addition, as a participant in our Rewards Plus program, you acknowledge that TWCM may use any personal information (including health information) which we collect, store and use to send you direct marketing communications in accordance with the Rewards Plus Terms and Conditions and our Privacy Policy.

TWCM will not disclose any identifiable personal (including health) information about you to any third party providers of additional services unless you have provided express consent for us to do so. You may also opt out of the additional services at any time. Please contact us at the contact details provided in our Privacy Policy.

If you do not accept the terms of this Agreement, you are not permitted to download, install, access and use the Software or the Service. Please do not download and install the App or if you have downloaded and installed it, please uninstall it.

LICENCE

Subject to the terms and conditions of this Agreement, TWCM grants you a limited, non-exclusive, revocable personal, non-commercial, non-sublicensable, non-assignable and non-transferrable licence (**Licence**) to download, install, access, and use the Software solely for your own lawful, non-commercial and personal use on any mobile device.

TWCM is willing to license the Software, whether by download, via the Internet, as part of a device or piece of equipment, or on software media, including all databases, data, and documentation contained within the Software, including any subsequent updates to you only upon the condition that you accept all of the terms and conditions contained in this Agreement.

You must not, and must ensure that any Patient does not:

- (a) decompile, delete, reverse engineer, modify, copy, reproduce, disassemble, adapt, translate, or create any derivative works of, the Software, or any Intellectual Property Rights, products, or services obtained from us or your Selected Pharmacy in respect of the Software and the Service;
- (b) disseminate, distribute, transmit, display, perform, publish, directly or indirectly sell, transfer, offer for sale, license, assign, rent, timeshare or sublicense any part of the Software or any copies of the Software;
- (c) solely rely on the Software in connection with any critical application, which includes any medical application, or any application where failure or malfunction could lead to injury to persons or loss of life or property damage.

The Software is a technology tool and a communications platform which is offered subject to the disclaimers in this Agreement, accordingly, you should always have contingencies in place rather than rely solely on the Software. Should you decide to solely rely on the Software for any critical application, TWCM disclaims any and all liability arising out of the use of the Software and you assume full responsibility for such use.

INFORMATION DISCLAIMER

TWCM is not a pharmacist, pharmacy, qualified health care professional, medical practitioner, doctor or other health care provider. We do not give or provide any warranties whatsoever in relation to any information on the Software. Information and statements are not intended to diagnose, treat, cure, or prevent any disease. No warranty is made that any information on or linked to the Software is complete and/or accurate. All information contained on the Software, including information relating to

medical and health conditions, products and treatments, is for informational purposes only and may be presented in summary or aggregate form.

Professional advice is required for each particular illness, disease, infection, injury or other medical condition and for dosages of pharmaceutical product available through the Software. Information of these kinds are not to be taken as medical advice whatsoever. You take full and total responsibility for what you do with this information, and any resulting outcomes from your actions.

The information contained in the Software is not intended nor is it implied to be a substitute for professional medical advice or any information contained on or in any product packaging or labels. Always seek the advice of your pharmacist, general practitioner, other medical practitioner or qualified health care provider when starting any new medical treatment, continuing with medical treatment or with any questions you may have regarding yours or any other party's medical condition. Nothing contained in the Software or Service is intended to be or should be taken for medical diagnosis or treatment.

Product images displayed are for representation purpose only. Actual product may differ from images shown.

COPYRIGHT AND TRADEMARK NOTICE

TerryWhite Chemmart trade marks are used on the Software as trade marks only in Australia. TerryWhite Chemmart is a registered trade mark used under licence by TWCM.

The Software is owned and operated by TWCM. Unless otherwise specified, all material appearing on the Software, including the text, site design, logos, graphics, icons and images, photographs, graphics, typefaces and other material (**Content**) as well as the selection, assembly and arrangement is subject to applicable copyright laws.

All audio and video clips are the sole property of TWCM or their respective content providers. You acknowledge that the Software contains Content, audio and video clips and software that are protected by copyright, trademark, or other intellectual property rights, and that these rights are valid and maybe protected in all forms, media and technologies which exist now or are developed in the future.

You may use the Content in the Software only for the purpose of transacting on the Software and for no other purpose. No materials from this App may be copied, reproduced, modified, republished, uploaded, posted, transmitted, or distributed in any form or by any means without TWCM's prior written permission.

All rights not expressly granted herein are reserved. Any unauthorised use of the materials appearing on the Software may violate copyright, trade mark and other applicable laws and could result in criminal or civil penalties.

DISCLAIMER & LIMITATION OF LIABILITY FOR PRODUCTS SOLD AND SERVICES PROVIDED

Except as expressly stated, TWCM makes no representations or warranties, either express or implied, of any kind with respect to products sold or services provided through the Software. Except as expressly stated and subject to the provisions of *Schedule 2 of the Competition and Consumer Act 2010 (Cth)* (**Australian Consumer Law**), TWCM expressly disclaims all warranties, express or implied, of any kind with respect to products sold or services provided through the Software, including but not limited to merchantability and fitness for a particular purpose. You agree that the sole and exclusive maximum liability to TWCM or your Selected Pharmacies arising from any product sold or services provided on the Software shall be the price of the product ordered or services provided. In no event shall TWCM, its related bodies corporate, its directors, officers, employees and representatives, and your Selected Pharmacy be liable for special, indirect, consequential, or punitive damages related to product sold or services provided.

DISCLAIMER FOR USE OF THE SOFTWARE

You expressly agree that your use of the Software is at your sole risk. In no event will TWCM, its Related Bodies Corporate, its directors, officers, employees and representatives, third-party content

providers or the like warrant that the Software will be uninterrupted or error-free. Additionally, TWCM does not make any warranty as to the results that may be obtained from the use of the Software, or use of the information, content, service, or products provided through the Software.

TWCM explicitly disclaims any responsibility for the accuracy, content, or availability of information found on sites that link to or from the Software from third parties. We cannot be held responsible for the accuracy, copyright compliance, legality, or decency of material contained in third-party sites, and you irrevocably waive any claim against us with respect to such sites.

Under no circumstances shall we or any other party involved in creating, producing, or distributing the Software be liable for any direct, indirect, incidental, special, or consequential damages for loss of profits, good will, use, data or other intangible losses (even if we have been advised of the possibility of such damages) that result from (i) the use of or inability to use the Software, (ii) the cost of procurement of substitute products and services resulting from any data, information or services purchased or obtained or messages received or transactions entered into through or from the Website; (iii) unauthorized access to or alteration of your registration information, transmissions or data; (iv) statements or conduct of any third party on the Software; (v) negligent or wilful acts of TWCM, its directors, officers, employees and representatives or (vi) any other matter relating to the Software.

You agree to indemnify and hold TWCM, and our related bodies corporate, corporate, directors, officers, employees and representatives harmless from any claim or demand, including reasonable legal fees, made by any you or any third party due to or arising out of the Content you submit, post to or transmit through the Software, your use of the Software, your connection to the Software, your breach of this Agreement, or your violation of any rights of another.

myTWC ACCOUNT

You will need to set up an Account to enable you to access all of the Services available from the Software and to more conveniently engage with us or your Selected Pharmacy. Once you establish an Account, we will seek to link and/or consolidate your interactions with us and your Selected Pharmacy to enhance your experience with the Software.

In establishing an Account you agree to:

- Provide true, accurate, current and complete information about yourself including your preferred payment method as prompted (**Registration Information**) when registering for an Account; and
- Maintain and promptly update the Registration Information to keep it true, accurate, current and complete.

An Account will be automatically linked to Rewards Plus. The use of your Rewards Plus card will constitute acceptance of our Rewards Plus Terms and Conditions. If you already have Rewards Plus, you will need to link it to your Account.

If you provide any information that is untrue, inaccurate, not current or incomplete, or we have reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, we may suspend or terminate your Account and refuse any and all current and future use of the Software.

You are responsible for maintaining the confidentiality of your password and Registration Information and are fully responsible for all activities that occur under your password and Account. You agree to immediately notify us of any unauthorised use of your password or Account or any other breach of security. Unauthorised use of your password and Account may result in third parties gaining access to your personal and sensitive health information. TWCM considers all Registration Information private. The information is kept on a secure server to protect it from outside parties.

YOUR SELECTED PHARMACY

In order for the Software to operate properly it will require that your Account be linked to your Selected Pharmacy. In nominating your Selected Pharmacy, you are expressly linking your dispense account at your Selected Pharmacy to the Software. By linking to your Selected Pharmacy you and/or

the Patient expressly consents to us collecting and using all such personal, health and other sensitive information from your Selected Pharmacy in order to provide you with the functionality of the Software and the Services.

Other features of the Software may require that you provide your contact details to your medical practitioner. For instance, if you request receiving an electronic Script via SMS from your medical practitioner, you will need to provide them with your phone number. This disclosure would be subject to your medical practitioner's privacy obligations.

If you register electronically, you must provide us with certain information including your Medicare Number (please see our Privacy Policy for full details) which we will forward to your Selected Pharmacy as required to fulfil your order. Your Selected Pharmacy is responsible for confirming your information matches that in its dispense account. If your Selected Pharmacy does not have a dispense account in your name, you agree that it may create one. Once linked, an activation code or confirmation message will be sent to you.

TWCM may collect personal information (including health information) about you (such as dispense data and details of any electronic Scripts you store through the Software) when you deal with any Selected Pharmacy. You consent to TWCM disclosing such personal information (including health information), and the information we collect about you via the Software and Service, to your Selected Pharmacy. This disclosure is also subject to your Selected Pharmacy's own privacy obligations and privacy policy.

If you elect to change your Selected Pharmacy in the future, you consent to TWCM disclosing your complete dispense history held in the Software to that other pharmacy.

You also consent to your Selected Pharmacy sending you promotional offers via the Software or Service. You may opt out of receiving such promotional offers at any time. Please contact us at the contact details provided in our Privacy Policy at <https://terrywhitechemmart.com.au/legal/privacy> to opt out. If you want to opt out of receiving promotional offers that you receive from your Selected Pharmacy outside of the Software or Service, you will need to contact the Selected Pharmacy directly to unsubscribe from that pharmacy's promotional offers (as this is a matter between you and the pharmacy).

PRICING AND PAYMENT METHODS

Pricing: Prices for products and services displayed on the Software are applicable for purchases made through the Software only and may differ to instore prices. A TerryWhite Chemmart Pharmacy may match the online price listed on the Software at its discretion. Not all products or services are available at all TerryWhite Chemmart Pharmacies.

Credit Cards: We accept Visa and MasterCard on the Software. There is no surcharge for Visa or Mastercard transactions on the Software. Please be sure to provide your exact billing address and telephone number - the address and phone number the financial institution provider of your credit card has on file for you. Incorrect information may cause a delay in processing your payments and order. Your credit card will be billed once your order has been processed by your Selected Pharmacy. Your credit card is tokenised by the Software's payment gateway provider. This is done to protect the security of your credit card details, as we do not store your card details at any point. Your personal and credit card information will be provided to the payment gateway provider to process the payment. Your personal and credit card information will be held by payment gateway provider in accordance with their privacy policy. In the event that your Selected Pharmacy cannot fulfil your order or some items cannot be shipped, we will refund the difference back to your credit card. These refunds may take several business days to appear on your statement.

We do not accept money orders, cashier's cheques, personal cheques and company cheques.

ORDER ACCEPTANCE POLICY

Your receipt of an electronic or other form of order confirmation does not signify our or your Selected Pharmacy's acceptance of your order, nor does it constitute confirmation of our or your Selected Pharmacy's offer to sell. We and your Selected Pharmacy reserve the right at any time after receipt of your order to accept or decline your order for any reason. We and your Selected Pharmacy reserve

the right at any time after receipt of your order, without prior notice to you, to supply less than the quantity you ordered of any item. We may require additional verifications or information before accepting any order.

When your order includes medicines, your Selected Pharmacy may need to be satisfied that you have a therapeutic need for it and that it is appropriate for you. Your Selected Pharmacy will endeavour to contact you within 48 hours of placing an order to do this. Your Selected Pharmacy reserves the right to not supply contrary to their professional and ethical obligations.

An accepted order will be an agreement by your Selected Pharmacy to sell and your agreement to purchase the products as listed on the order. All prices for products are inclusive of GST (unless they are exempt from GST).

CARECLINIC BOOKINGS

The Software may enable you to book a health or other clinical services (**CareClinic**) with your Selected Pharmacy on selected days and times. Whilst we take all reasonable care to include accurate and up-to date booking information, any availability information provided should not be relied upon as being error free or accurate and will be subject to availability and confirmation by your Selected Pharmacy. You agree to complete the booking form questions truthfully, and not omit information which is or may be relevant to your care. If there is an age restriction for the CareClinic, it will be communicated as you proceed through the booking process.

CareClinics are designed to support the advice given to you by your doctor and at the conclusion of your appointment, your Selected Pharmacy may refer you to a Medical Practitioner for further follow-up. If your matter is urgent, including if you have a medical emergency, a CareClinic appointment will not be appropriate, and you should seek urgent medical or hospital attention.

If there is a cost associated with the CareClinic appointment, it will be either specified as you proceed through the booking process or discussed at your Selected Pharmacy prior to being charged, and will either be payable in advance or on the day of your appointment with your Selected Pharmacy.

To ensure that appointments are running on time, please arrive at least 5 to 10 minutes prior to your booking time. The length of the appointment is specified through the booking process and in communications from your Selected Pharmacy after making your booking.

We understand that unexpected events can occur. If you need to reschedule or cancel your appointment, please contact your Selected Pharmacy as soon as possible but no less than 24 hours before your appointment time. Cancellation fees may apply to cancelled or rescheduled bookings as specified during the booking process or in the terms and conditions of the specific CareClinic. If you are utilising a corporate voucher during the booking process, the voucher will be deemed 'used' if a cancellation is not made at least 24 hours prior to the scheduled booking or if you do not attend your scheduled booking. If your Selected Pharmacy need to cancel or reschedule your booking for any reason, you will be contacted at the earliest opportunity.

Our booking system and CareClinics are provided by OEXA Pty Ltd and your Selected Pharmacy respectively and we are not responsible for, and have no control over the CareClinic appointment or the health service provided by your Selected Pharmacy.

To the maximum extent permitted by law, we will not be liable for, and you release us from and against any liability caused or contributed to by, arising from or connected with the CareClinic appointment.

You agree that by booking a CareClinic appointment through our Software, OEXA is authorised to provide your personal information in your booking form to us and your Selected Pharmacy. We do not collect details of your health information, medical history, condition or your health record. Your Selected Pharmacy, as a healthcare provider may retain this information in its systems as required by law.

By making a booking and providing your contact details, you understand that you may be contacted by email, phone or SMS in relation to your appointment, other CareClinics in the future that may be of interest, and other products and services. Please refer to our Privacy Policy for further details.

If one of our partners or our customers (e.g. health insurer, your employer, or a health services booking agent) is paying for or providing you a voucher for a CareClinic appointment, your name, date of birth, and booking details may be disclosed to that partner or customer for the purposes of verification, reporting, payment and invoicing. Your health information provided in any pre-screening form or collected from your CareClinic appointment with your Selected Pharmacy will not be disclosed to any party unless expressly consented to by you. You may access your personal information by contacting the Selected Pharmacy that provided the health screening.

TELEHEALTH BOOKINGS

The Software may enable you to book a telehealth consultation with (**Telehealth Consult**) with an Australian registered medical practitioner on selected days and times. Our booking system and the Telehealth Consult is provided by Pack a Pill Pty Ltd trading as Hola Health (**Hola Health**) respectively, and we and your Selected Pharmacy are not responsible for, and have no control over a Telehealth Consult or the health service provided by the medical practitioner.

You will be required to pay Hola Health for a Telehealth Consult when you schedule your booking to secure your appointment. Hola Health may use the services of third-party payment gateway providers such as Stripe to facilitate payment. Additional terms and conditions of Hola Health and the third-party payment gateway provider will also apply in respect of the Telehealth Consult. Details of Hola Health's terms and conditions are available at this link <https://hola.health/consult-terms/>.

To the maximum extent permitted by law, we and your Selected Pharmacy will not be liable for, and you release us from and against any liability caused or contributed to by, arising from or connected with the Telehealth Consult.

You agree that by booking a Telehealth Consult through our Software, Hola Health is authorised to provide your personal information in your booking form to us. We do not collect details of your health information, medical history, condition or your health record.

By making a booking and providing your contact details, you understand that you may be contacted by email, phone or SMS in relation to your appointment, and other products and services. Please refer to our Privacy Policy for further details.

YOUR CONDUCT

You agree not to reproduce, duplicate, copy, sell, resell or exploit for any commercial purposes, any portion of the Software, use of the Software, or access to the Software. You agree not to access the Software by any means other than through the interface that is provided by us for use in accessing the Software.

OUR RIGHTS

TWCM may elect to electronically monitor areas of the Software and may disclose any Content, records, or electronic communication of any kind (i) to satisfy any law, regulation, or government request; (ii) if such disclosure is necessary or appropriate to operate the Software, including providing it via third party software or application, to your Selected Pharmacies for the purpose of fulfilling an order; or (iii) to protect our rights or property or the rights of the users, our directors, employees, representatives, sponsors, third party providers or licensors. We are not responsible for screening, policing, editing, or monitoring any Content.

TWCM may terminate your access, or suspend your access to all or part of the Software or Services, without notice, for any conduct that we believe is in violation of any applicable law or is harmful to the interests of another user, a third-party provider, merchant, sponsor, licensor, service provider, or us.

TYPOGRAPHICAL ERRORS

In the event a product is listed at an incorrect price due to typographical error or error in pricing information received from our suppliers, we shall have the right to refuse or cancel any orders placed for product listed at the incorrect price. We shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has

already been charged for the purchase and your order is cancelled, we shall immediately issue a credit to your credit card account in the amount of the incorrect price.

APPLICABLE LAW

As far as legally possible the Agreement shall be governed by the laws in existence in Australia. Any claim relating to the Software, the Services or the Content shall be governed by the internal laws of the state of Victoria and you agree to submit to having the matter dealt with in a court in Melbourne in the state of Victoria Australia.

TERMINATION

Subject to applicable law, we reserve the right to suspend or deny your access to all or any portion of the Software, Service or your Account. You agree we may immediately deactivate or delete your Registration Information and all related information and files under your Account and bar any further access to such files or the Software or your Account. Further, you agree that we shall not be liable to you or any third-party for any termination of your access to the Software, Service or your Account.

GENERAL INFORMATION

The Agreement, the TerryWhite Chemmart Privacy Policy, the Rewards Plus Terms and Conditions and the Returns and Shipping Policy, constitute the entire agreement between TWCM and you and govern the use of the Software, the provision of the Services and your Account. You may also be subject to additional terms and conditions that may apply when you use affiliate services, third-party content or third-party software. Our failure to exercise or enforce any right or provision of the Terms shall not constitute a waiver of such right or provision. If any provision of the Terms is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavour to give effect to the parties' intentions as reflected in the provision, and the other provisions of the Terms remain in full force and effect.

We reserve the right to change any terms of the Agreement. Such changes will be notified to you via the App and you will be required to accept those changes before further continuing to use the App or Services. An updated Agreement will also be included on the Website or Service.

SECURITY AND PRIVACY

You acknowledge that your access to the Software or Service may be monitored and tracked by TWCM by the use of cookies and/or retailer IDs. TWCM does not sell, rent or give away your information (including phone numbers and e-mail addresses). This information is highly respected and is only used to assist TWCM in providing you with the Software, the Services, or in accordance with our Privacy Policy. In providing any personal information including your sensitive and health information through our Software or Service (including through your use of an Account or making a CareClinic booking), you agree to us handling your personal information as described in our Privacy Policy. Any information provided by you or your browsers (including cookies) will be for the use of TWCM, the owner and operator of the Software. The information, including your personal and health information, will be retained, used by us, and disclosed in accordance with our Privacy Policy as set out at <https://terrywhitechemmart.com.au/legal/privacy> and you expressly consent to its collection, retention and use by us in order to provide you with the products and Services through the Software (including to maintain your Account or to facilitate a CareClinic booking).

Other than as set out in our Privacy Policy, TWCM will not collect or disclose personal information about you or your browsing habits to any other third party, unless you give TWCM express permission to do so, or unless required to do so by law.

Your Selected Pharmacy will record and collect information in order to provide you with products and services that you have requested. The collection of this information is permitted under Australia law. For example, this applies to Script details that they are required to collect in accordance with relevant legislation including the *National Health Act 1953* (and its regulations) and the poisons laws as in force in the Australian States and Territories. Any personal information held by your Selected Pharmacy will also be subject to their privacy policies which can be obtained by contacting your Selected Pharmacy.

TWCM may disclose aggregated information about you in general and statistics related to the Software or Service to others, but in doing so, will not disclose information about any particular individual. Notwithstanding the above, you acknowledge that transmissions to and from the Software or Service may be monitored, intercepted or modified by other parties.

UPDATES TO PRIVACY POLICY

We may amend our Privacy Policy. If we do so, we will post the amended Privacy Policy on our Website so that you will always be aware of how we manage your personal information.

LINKING AND FRAMING

Links to external sites from the Software or Service are provided for convenience only and we do not endorse or make any warranty with respect to such external sites.

SOFTWARE AND SERVICE AVAILABILITY

We do not warrant that the Software or Service will be available at any time. Users acknowledge that the Software may be unavailable for a number of reasons, including due to matters beyond our control, and shall not hold us accountable in respect of any claims arising there from. We do not warrant that your access to the Software or Service will meet any particular performance criteria.

ITEM AVAILABILITY & CATALOGUES

Not all items displayed in our catalogues will be available to purchase on the Software or available from your Selected Pharmacy. Products will only be available at your Selected Pharmacies while stocks last.

Please be aware that all TerryWhite Chemmart pharmacies are all independent owned pharmacy businesses and may choose not to participate by selling their products through the Software. If your local TerryWhite Chemmart pharmacy is able to be selected as your Selected Pharmacy, you will be able to place an order for products with that pharmacy.

LIMITED PURCHASE QUANTITIES

TWCM reserves the right to monitor and limit the purchase amounts of products. We reserve the right to restrict sales to a non-commercial level. In such cases we will reduce product(s) to what we consider as commercial quantities.

INTERNATIONAL DESTINATION RESTRICTIONS

The Software only delivers orders to Australian postal addresses. Orders cannot be shipped to an international address.