

**CELEREVIVE SHIPPING, RETURNS AND
REFUNDS POLICY**

Contents

1. Introduction and Regulatory Compliance.....	3
2 Prescription Eligibility and Order Approval Requirements.....	4
3 Order Processing, Medical Review and Dispensing Procedures	5
4 Shipping and Delivery Policy.....	6
5 Product Storage, Cold-Chain Responsibility and Customer Handling Obligations.....	7
6 Returns Policy.....	8
7 Refunds Policy	9

This policy explains how we handle shipping, delivery, returns and refunds for orders placed on Celerevive.

1. Introduction and Regulatory Compliance

- 1.1 Celerevive is committed to providing safe, compliant, and professionally managed access to prescription and eligible healthcare products in accordance with the laws of the Republic of South Africa. As an online platform, Celerevive operates subject to all applicable provisions of the Consumer Protection Act 68 of 2008 (“CPA”), the Medicines and Related Substances Act 101 of 1965, regulations and guidance issued by the South African Health Products Regulatory Authority (“SAHPRA”), and all relevant healthcare, pharmacy, and privacy legislation, including the Protection of Personal Information Act 4 of 2013 (“POPIA”).

- 1.2 Certain products offered by Celerevive may include prescription medication, compounded medicines, over-the-counter healthcare products, wellness products, and other regulated substances, all of which may only be supplied where legally permissible and, where applicable, following valid medical assessment, doctor consultation, and/or prescription approval by appropriately licensed healthcare professionals. Celerevive reserves the right to refuse, delay, or cancel any order where legal, medical, regulatory, safety, or compliance concerns arise.

- 1.3 By placing an order through the Celerevive platform, customers acknowledge and accept that certain healthcare products are subject to strict regulatory controls and may not be returned, exchanged, or refunded once prescribed, compounded, dispensed, or dispatched, except where required by law or expressly permitted under this Policy. Customers further acknowledge their responsibility to provide complete, accurate, and truthful medical, delivery, and payment information to ensure lawful dispensing and fulfilment.

- 1.4 Celerevive’s policies are designed to prioritise patient safety, product integrity, public health compliance, and consumer transparency while protecting both the customer and the business from unlawful misuse, contamination risks, fraudulent transactions, or regulatory breaches. Nothing in this Policy limits any rights afforded to consumers under applicable South African law, but where healthcare-specific regulations impose stricter controls, such controls shall prevail. A copy of this policy is available on our website and is sent with every order confirmation.

2 Prescription Eligibility and Order Approval Requirements

- 2.1 Celerevive supplies certain regulated healthcare products, including prescription medications, compounded medicines, and other controlled or scheduled products, strictly in accordance with applicable South African law. Where required, no prescription-based product will be sold, dispensed, or shipped unless the customer has successfully completed all mandatory medical, regulatory, and payment requirements, including but not limited to the submission of a valid prescription issued by a duly licensed healthcare practitioner, or successful completion of Celerevive's medical consultation, screening questionnaire, and approval process conducted through appropriately registered medical professionals.
- 2.2 Customers must be at least 18 years of age and legally capable of entering into binding agreements to purchase prescription or regulated healthcare products through the platform. By submitting any medical questionnaire, consultation request, or prescription information, customers warrant that all information provided is truthful, complete, and not misleading. Any false, inaccurate, or incomplete medical disclosure may result in immediate cancellation of the order, refusal of treatment, or reporting where legally required.
- 2.3 All prescription approvals, prescribing decisions, and product suitability assessments remain solely within the professional discretion of the prescribing medical practitioner and applicable pharmacy partners. Medical review is usually completed within 24-72 hours and patients will be notified by email/SMS of approval or rejection. Submission of payment or consultation does not guarantee product approval, prescription issuance, or product availability. Should a prescribing practitioner determine that a customer is medically unsuitable for treatment, or where legal or regulatory restrictions prevent supply, Celerevive reserves the right to cancel the order. In such instances, eligible refunds may be processed in accordance with this Policy, subject to deduction of disclosed consultation, administration, or processing fees where applicable.
- 2.4 Celerevive further reserves the right to refuse service, restrict quantities, require additional verification, or deny access to products where concerns arise regarding medical contraindications, incomplete medical records/patient information, age verification failure, suspected misuse, unlawful procurement, fraud, or regulatory non-compliance. All products supplied are intended strictly for lawful personal use and may not be resold, redistributed, or used for unauthorised purposes.

3 Order Processing, Medical Review and Dispensing Procedures

- 3.1 All orders placed through the Celerevive platform are subject to a structured compliance, medical, and payment verification process prior to fulfilment. Submission of an order constitutes a request for product consideration only and does not constitute final acceptance, confirmed sale, or guaranteed supply. Orders involving prescription medication, compounded products, or regulated healthcare substances will only proceed once all required medical assessments, prescription approvals, payment confirmations, and legal compliance checks have been successfully completed.
- 3.2 Upon receipt of an order, customers may be required to complete a confidential medical questionnaire, submit supporting medical documentation, or participate in a consultation with a licensed healthcare professional where applicable. Following medical review, a prescribing practitioner will determine, at their sole professional discretion, whether treatment is appropriate. Where approved, the prescription will be processed and forwarded for lawful dispensing and fulfilment through authorised pharmacy channels or approved suppliers.
- 3.3 Celerevive reserves the right to delay, cancel, or reject any order due to medical ineligibility, regulatory restrictions, stock limitations, prescription concerns, suspected fraud, payment verification issues, or other lawful business considerations. In such cases, customers will be notified accordingly, and any applicable refunds will be processed subject to this Policy.
- 3.4 Orders for compounded or patient-specific products are typically custom-prepared for the individual customer and may involve specialised preparation, packaging, and handling requirements. Once an order has entered the compounding, dispensing, or shipping phase, it may become non-cancellable and non-refundable except where legally required. Typical end-to-end timelines include 3–7 business days after approval (subject to stock and courier). Complex compounded items may take longer.
- 3.5 Estimated processing and fulfilment timelines are provided for convenience only and may vary depending on product type, medical approval turnaround, pharmacy operations, courier schedules,

stock availability, and regulatory factors. Celerevive shall not be held liable for delays outside its reasonable control, including delays caused by third-party healthcare providers, pharmacies, or courier services.

4 Shipping and Delivery

- 4.1 Celerevive offers delivery services within approved service areas in accordance with applicable South African laws and healthcare distribution regulations. All orders are dispatched only after successful completion of all required medical approvals, prescription validations, payment clearance, and dispensing procedures. Delivery timelines provided on the website or during checkout are estimates only and are not guaranteed, as fulfilment may be affected by prescription approval times, compounding requirements, stock availability, public holidays, courier operations, and other external factors. We currently deliver to all major cities in South Africa. Remote areas may incur additional fees or longer delivery times.
- 4.2 Shipping fees, where applicable, will be clearly disclosed at checkout prior to final payment. Celerevive may apply flat-rate shipping charges, regional delivery fees, or promotional free-shipping offers at its discretion. Customers are solely responsible for ensuring that all delivery information provided is complete, accurate, and accessible. Celerevive shall not be held liable for failed deliveries, delays, losses, or additional costs arising from incorrect delivery details supplied by the customer. Please ensure someone is available to receive refrigerated or temperature-sensitive items. We are not responsible for deliveries refused or left unattended at your request.
- 4.3 Orders may be shipped using approved third-party courier providers selected by Celerevive based on product type, destination, and required handling standards. Tracking information will generally be provided once the order has been dispatched. Where orders contain multiple products, stock variations, or products supplied from different dispensing locations, Celerevive reserves the right to split shipments into multiple deliveries.
- 4.4 Certain healthcare or temperature-sensitive products may require specialised packaging, refrigeration, cold-chain logistics, or time-sensitive handling to maintain product safety and efficacy. Customers are responsible for promptly receiving, inspecting, and storing delivered products in accordance with all provided storage instructions immediately upon delivery. Signature may be required for high-value or controlled items.

4.5 Risk in the goods will pass to the customer upon lawful delivery to the nominated address, subject to applicable consumer protections under South African law. While Celerevive will take all reasonable steps to ensure proper packaging and dispatch, it shall not be liable for delays, losses, theft, or damages caused by third-party couriers once products are in transit, except where otherwise required by law or expressly provided for under this Policy. Signature may be required for high-value or controlled items.

5 Product Storage, Cold-Chain Responsibility and Customer Handling Obligations

5.1 Certain products supplied by Celerevive, including prescription medicines, compounded medications, peptides, injectables, biologics, temperature-sensitive products, and other healthcare items, may require strict storage, refrigeration, or specialised handling conditions to preserve product integrity, safety, and effectiveness. Celerevive will take reasonable measures to ensure that such products are appropriately packaged and dispatched in accordance with supplier, pharmacy, and regulatory requirements, including cold-chain measures where necessary.

5.2 Upon successful delivery, full responsibility for proper storage, handling, refrigeration, administration, and ongoing product integrity transfers to the customer. Customers are required to immediately inspect delivered goods upon receipt and follow all storage instructions, temperature requirements, expiry limitations, and usage guidelines provided with the product. Failure to adhere to these requirements may compromise product efficacy or safety and may void eligibility for replacement, refund, or support. Refrigerated items must be placed in a fridge (2–8°C) immediately upon receipt. Do not freeze unless specifically instructed.

5.3 Celerevive shall not be held liable for any degradation, contamination, spoilage, reduced efficacy, or damage resulting from customer negligence, delayed collection, failed receipt, improper refrigeration, incorrect storage, misuse, or use beyond product expiry. Customers are further responsible for ensuring that authorised individuals are available to receive deliveries where time-sensitive or refrigerated products are involved.

5.4 Where products are delivered in visibly damaged, tampered, or temperature-compromised condition, customers must notify Celerevive promptly in accordance with the reporting timelines set

out in this Policy before using the product. Continued use of potentially compromised products may limit Celerevive's ability to investigate or remedy the matter.

5.5 These storage and handling requirements are implemented to protect patient safety, maintain regulatory compliance, and ensure the lawful distribution of sensitive healthcare products.

6 Returns

6.1 Due to the nature of healthcare products, prescription medications, compounded medicines, sterile products, injectables, peptides, temperature-sensitive goods, and other regulated substances supplied by Celerevive, strict limitations apply to returns in order to protect patient safety, comply with applicable health regulations, and preserve product integrity. In most cases, products that have been prescribed, compounded, dispensed, or dispatched are considered non-returnable and non-resalable, even if unopened, except where otherwise required under applicable South African consumer protection laws.

6.2 As a general rule, Celerevive does not accept returns of prescription medications, compounded products, personalised healthcare treatments, sterile products, opened goods, used products, or any item where return would create health, contamination, safety, or regulatory concerns. This restriction is necessary because such products cannot be safely reintroduced into the supply chain once they have left licensed pharmacy or dispensing control.

6.3 Returns may only be considered under limited circumstances, including non-prescription wellness products that are unopened and in original packaging (subject to approval), where products are delivered incorrectly, arrive damaged, are defective, or where mandatory consumer rights apply under the CPA. In such cases, customers must notify Celerevive within 24 Hours of receipt, provide supporting evidence (including photographs where applicable), and comply with any verification or return procedures communicated by Celerevive. Returned goods may be subject to inspection prior to approval of any refund, replacement, or corrective action. Notify us via email at info@celerevive.com with your order number, reason, and supporting photos/documents.

6.4 Where returns are lawfully permitted, products must generally remain unopened, unused, in original packaging, and in a condition suitable for verification. Celerevive reserves the right to refuse returns that do not meet these conditions or where regulatory restrictions prohibit acceptance.

6.5 Customers are responsible for all return shipping costs unless the return results directly from Celerevive's error, product defect, incorrect item supplied or legal obligation. Original shipping fees, consultation fees, administrative costs, and non-refundable processing charges may be excluded from refunds where legally permissible.

6.6 This Returns Policy is designed to ensure compliance with pharmacy regulations, healthcare safety standards, and consumer law while maintaining fairness and transparency.

7 Refunds

7.1 Celerevive is committed to handling refund requests fairly, transparently, and in compliance with applicable South African consumer protection, healthcare, and pharmacy regulations. Due to the customised, regulated, and health-sensitive nature of many products supplied, refund eligibility is significantly restricted once medical approval, prescription issuance, compounding, dispensing, or dispatch has occurred.

7.2 Refunds may generally be considered in limited circumstances, including where an order is cancelled prior to prescription approval, medical clearance, compounding, or dispatch; where a prescribing practitioner determines that the customer is medically ineligible for treatment before product preparation; where payment errors occur; or where products are proven to be defective, incorrectly supplied, or materially damaged upon delivery. In such instances, refunds may be subject to deductions for consultation fees, administrative costs, payment processing charges, or other clearly disclosed non-refundable services already rendered.

7.3 Once a prescription product has been approved, compounded, dispensed, or shipped, refunds will ordinarily not be granted except where required by law, where the product is defective, where incorrect goods were supplied, or where applicable CPA protections override standard restrictions.

Opened, used, partially used, or improperly stored products will generally not qualify for refunds under any circumstances due to health and safety considerations.

7.4 Approved refunds will typically be processed back to the original payment method within a reasonable administrative timeframe, subject to banking and payment provider processing periods. Celerevive reserves the right to request supporting documentation, investigate claims, and verify compliance with all applicable refund conditions before approval.

7.5 Shipping charges, courier fees, consultation fees, prescription fees, and other disclosed service charges are generally non-refundable unless the refund arises directly from Celerevive's fault or legal obligations.

7.6 Celerevive further reserves the right to refuse refund requests involving fraud, abuse of policy, chargeback misuse, unlawful conduct, or circumstances inconsistent with healthcare regulations or consumer law. This Refunds Policy aims to balance customer rights with patient safety, regulatory compliance, and operational integrity.