

Other Policies

Goods Damaged in Transit Policy

Hemco Industries takes every reasonable precaution to ensure products are packaged and dispatched in suitable condition. If goods are received damaged or appear to have been affected during transit, please contact us as soon as possible after delivery.

Where required, Hemco Industries may request the return of the damaged goods, including the original packaging, for inspection. Returned products should include the relevant invoice number, order number, and delivery details. Return freight instructions will be provided by Hemco Industries.

Following assessment, and where the damage is determined to have occurred during transit or prior to delivery, Hemco Industries will arrange for repair, replacement, credit, or another appropriate resolution at its discretion.

Order Cancellation Policy

Customers wishing to cancel an order should contact Hemco Industries as soon as possible by email or telephone.

If an order has not yet been manufactured, processed, or dispatched, Hemco Industries will endeavor to cancel the order without penalty.

Where an order has already been dispatched, manufactured to customer requirements, or is in transit, cancellation may not be possible and additional charges may apply, including freight, handling, return transportation, or restocking fees where applicable.

Any approved cancellations and associated refunds will be assessed on a case-by-case basis in accordance with Hemco Industries' Returns and Refund Policy.

Complaints Policy

Hemco Industries is committed to providing quality products and services and values all customer feedback. Complaints are viewed as opportunities to improve our products, processes, services, and customer experience.

Customers may submit complaints verbally or in writing. All complaints will be acknowledged, reviewed, and investigated in a timely and professional manner. Where appropriate, corrective actions will be implemented to address the issue and prevent recurrence.

Hemco Industries will communicate the outcome of investigations to the customer and, where requested, may provide information regarding the actions taken to resolve the matter.

Our objective is to achieve customer satisfaction through fair, transparent, and effective complaint resolution.

Complaints can be submitted via email, telephone, or through our website contact channels.

Specialized Product Authorization Policy

Certain products supplied by Hemco Industries may be intended for specialist applications involving healthcare, patient handling, occupant restraint systems, workplace safety, or other environments where safe and appropriate use is critical.

For selected products, Hemco Industries may require confirmation that the purchaser, user, or supervising organization understands the product's intended purpose, limitations, operating requirements, and associated risks.

Where deemed necessary, Hemco Industries reserves the right to request authorization, professional recommendation, competency verification, or acknowledgement of safe use from a suitably qualified person, organization, healthcare professional, engineer, safety representative, or other competent authority.

This requirement helps ensure products are used safely, correctly, and in accordance with applicable standards, regulations, and manufacturer recommendations.

Organizations purchasing products for use by trained employees, healthcare professionals, contractors, or authorized personnel may not be required to provide additional documentation where competency and supervision arrangements are already established.

Hemco Industries reserves the right to refuse, delay, or place conditions on the supply of specialized products where sufficient evidence of safe and appropriate use cannot be demonstrated.