

## Heals Healthcare (Asia) Limited – Shipping Policy

Heals' concierge service will facilitate and arrange on behalf of the doctors Remote Dispensing Services to your designated delivery address by Delivery Service/ Teleconsultation

### **Standard delivery service:**

Monday to Friday:

- Payment for medicines completed by 1:00pm, Dispensed Medications can be delivered on the same day by 10:00pm.

Saturday:

- Payment for medicines completed by 11:30 am, Dispensed Medications can be delivered on the same day.

For payments completed after the above stated time, the Dispensed Medications will be delivered on the following Business Day.

No delivery service is provided on Sunday and Public Holiday.

We only offer local delivery service. No overseas delivery service is provided. Delivery service is available in Hong Kong Island, Kowloon and New Territories. Delivery service to Tung Chung will be delivered on the following business day. It is not available for the Outlying Islands, including Discovery Bay, Ma Wan, Hong Kong International Airport, Cheung Chau, Lantau Island, Lamma Island, Mui Wo, Pui O, Chang Sha, Tong Fuk, Shui Hau, Shek Pik, Po Lin Monastery, Tai O and areas that vans are restricted to access.

### **Concierge Service for customer enquiries on Heals Services and status of Delivery Service**

Monday to Friday: 9:00 am to 12:00 pm; 2:00 pm to 7:30 pm.

Saturdays: 9:00 am to 1:00pm

Sundays and public holidays: Closed.

Please contact by phone at +852 2592 5321 or by email ([support@heals.asia](mailto:support@heals.asia)).