



## Information about deliveries

As a patient, you can easily order your prescription online and directly pay at our website: <https://plus.mediq.se/>

You can also contact our customer service to order your prescription, by phone 031 – 388 92 00 or e-mail [kundservice.direct@mediq.com](mailto:kundservice.direct@mediq.com).

Mediq's customer service is open every weekday 8:00 AM to 4:30 PM

You as a patient has three different options regarding deliveries. All options with free shipping. Please remember that you must identify yourself to collect your parcel.

Please contact Mediq's customer service within 10 days if:

- + The number of delivered packages doesn't correspond to the specification in the transport document. Note the difference in the transport document on reception.
- + You note anything wrong with the products (for example leakage or products defects)
- + Any products are missing or do not correspond to the delivery note.

Invoices are sent by letter to shipping address. Should an article be out of stock, the invoice is sent when you receive the entire shipment.

**You are always welcome to contact our customer service if you have any questions.**