

Online Malaria Prevention Service - Frequently Asked Questions

1. How will my medicines be delivered?
We use the Royal Mail Tracked 48 service to deliver our online antimalarial orders.
2. How much is the delivery charge?
Orders are delivered to your home free of charge. You can't order antimalarials online using our Order & Collect service.
3. How long will my prescription take to arrive?
Your order will arrive within 48 hours of being despatched. If your prescription is ordered before 6am then this will be despatched the same day except for Saturday and Sunday. If your prescription is ordered after 6am then this will be despatched the following day. All prescriptions placed on Saturday or Sunday will be despatched the following Monday (or Tuesday in the event of bank holidays).
4. Can you deliver outside of the UK?
Unfortunately, this service is only available for delivery to UK.
5. I have not received an email with my tracking information, what should I do?
You should contact the Boots Customer Care Team on 0345 070 8090.
6. Royal Mail Track and Trace is not working, or my tracking number is not working?
Please contact the Royal Mail Customer Service Team on 03457 740 740 to try and identify the location of your parcel. Opening hours are Monday to Friday 8am-6:30pm, Saturday 8am-3pm and Sunday 9am – 2pm.
7. My prescription has still not arrived after 48 hours what should I do?
Please check your order status with the Royal Mail customer service team on 03457 740 740. If you still have any problems, contact the Boots Customer Care Team on 0345 070 8090 for further support.
8. I wasn't in and my parcel was delivered to the local post office, but it has been returned to Boots, what do I do?
The local post office will only keep your parcel for 18 days before returning to Boots. In the event this happens please contact Boots Customer Service Centre on 0345 070 8090.
9. Can you deliver to my workplace?
Orders containing prescription medicines can be delivered to your home or place of work, but the delivery must be signed for by a person over the age of 18 years. If no one is available to sign for your order, the postman will leave a card detailing how you can collect or have your order redelivered. The delivery cannot be signed for or left with anyone under the age of 18, posted through the letterbox or left in a secure area. We

will notify you when we have despatched your order, normally it will arrive with 48 hours.

10. Why can't I get other products delivered with my prescription?

Our prescriptions must be dispensed from a Boots registered pharmacy, whilst other products are sent from our central warehouse.

11. Will I need to sign for my parcel?

On the delivery options page in checkout, you will see a signature is required. If nobody is available to sign for the parcel, Royal Mail will return it to the depot and leave you a card.

12. My parcel has not arrived even though the tracking says I have received it, what do I do?

Please contact the Royal Mail Customer Service Team on 03457 740 740 to try and identify the location of your parcel. Opening hours are Monday to Friday 8am-6:30pm, Saturday 8am-3pm and Sunday 9am – 2pm. If you still cannot locate your order, please contact the Boots Customer team on 0345 070 8090.

13. Can I cancel/change my order?

Once your order has been paid for unfortunately you cannot change or cancel the order. Once despatched, we cannot accept returned prescription medicines or offer a refund on prescription medicines purchased.

14. I am missing some of my medicines or tablets from the parcel

Please contact Boots Customer team on 0345 070 8090 to report this issue and gain further support.

15. Can I get a refund on the medicines?

Once dispatched (for delivery), we cannot accept returns or offer refunds on prescription medicines. If you would like to discuss a refund on your order, please contact Boots Customer team on 0345 070 8090.

16. What medicines are available?

The medicines offered will differ depending on the country you are visiting and any medical conditions or medicines you are taking.

17. Can I buy pharmacy medicines on behalf of a family member?

Yes, subject to the licencing of the medicine. The short questionnaire will ask you who the medicine is for. The details you fill in will be about that person.

18. I need a password re-set what do I do?

Forgotten your password? Click on the 'Login / Register' link at the top of the page and then select 'Forgotten password'.

19. I don't understand how to use the online order system?
The service is also available in over 1700 stores and you can book an in-store appointment if you prefer. If you still require further guidance, please contact the Boots Customer Care team on 0345 070 8090.
20. I have ordered prescriptions for two people, but the medication prescribed is different for both of us, shouldn't it be the same?
Please contact Boots Customer Care on 0345 070 8090.
21. My card keeps getting rejected what do I do?
Contact the Boots Customer Care Team on 0345 070 8090 or your bank/credit card provider.
22. The prices of the medication have changed since the last time I ordered any medication, why is this?
We monitor our prices on a regular basis. We also price the medication depending on the exact quantity of tablets supplied which is dependent on the length of your trip.
23. I paid and submitted my order, but the money has not been taken from my account
The money will not show as 'taken' from your bank/credit card account until the order has been despatched from our online pharmacy. You will receive an email confirmation once this has occurred.
24. Which Boots Pharmacy is dealing with my Online Clinic order?
When you use our Online Clinic Service, and choose to have your treatment posted to you (rather than collecting it in a store), then your order is being looked after by:

Boots Central Support Pharmacy
D808 Building
Thane Road
Nottingham
NG90 4FS

GPhC Registration Number: 1096181

You can check the registration of all Boots online pharmacies on the website of the General Pharmaceutical Council (GPhC) [here](#).

25. Complaints procedure for Boots online pharmacy

Our aim is to always provide excellent service. If we fail to reach these standards and you are unhappy with your prescription or pharmacy service in any way, you can speak to a member of our pharmacy team or the pharmacist in charge by calling 0345 301 4219. If your concerns are not fully addressed by this, you may wish to formalise your complaint in one of the following ways:

- By telephoning Boots Customer Care on 0345 070 8090
- By writing with your complaint to: Boots Customer Care, P O Box 5300, Nottingham, NG90 1AA
- By e-mail to customerservice@care.boots.com

More information

Registered address: The Boots Group, Nottingham, NG2 3AA. Tel: 0345 301 4219. Registered England 928555

Boots Superintendent Pharmacist's Office: Claire Nevinson, Superintendent Pharmacist (GPhC Registration 2040171), The Boots Group, D90 West, Thane Road, Nottingham NG90 1BS

26. Reporting adverse events ("side effects")

If you have any unwanted side effects after using a Boots branded medicine, you should first seek advice from your doctor, pharmacist or other healthcare professional. However, it's also important you let us know about your experience. You can call our Customer Care team on 0345 070 8090.

 **Yellow Card** | **Making medicines and medical devices safer**

For non-Boots branded medicines, the Yellow Card Scheme allows you to report suspected side effects from any type of medicine (which includes vaccines, herbal and over the counter medicines) that you are taking. It is run by the medicines safety watchdog called the Medicines and Healthcare products Regulatory Agency (MHRA). Please report any suspected side effect on the Yellow Card Scheme website.

27. How will the data I provide be used and stored?

This [link](#) describes how and for what purposes we collect and use personal data from our pharmacy patients and service users. It has been made available electronically to help meet the needs of various users who may access it.