



IRON INFUSIONS UK

Refund Policy

Humber Medical Limited trading as Iron Infusions UK

Last updated 25 October 2026 | Version 1.0

We explain charges before you book and treat refund requests fairly. A consultation and any subsequent infusion are separate clinical services. We refund payment for care that is not supplied, subject only to lawful, clearly agreed charges. This policy is part of our Terms and Conditions and does not limit your statutory rights.

How to cancel or request a refund

Email info@iron-infusions.co.uk. Please give your name, booking reference if available, appointment date and the service you want to cancel or query. You do not need to provide unnecessary medical information or use a particular form.

Tell us clearly whether you wish to cancel, rearrange or request a refund. We confirm the action and explain any calculation. A valid cancellation does not depend on receiving our acknowledgement. If you have urgent symptoms, use the appropriate clinical or emergency route rather than waiting for a refund enquiry.

Online and telephone bookings

You may cancel a service booked online or by telephone during the 14 days beginning the day after the contract is made, without giving a reason. A clear email, telephone call or letter is sufficient. The optional model notice below can also be used. If the required cancellation information has not been given, the statutory period may be longer.

If the service has not started, we return the payment for that service. If you separately and expressly requested that it start within the cancellation period, a proportionate amount for services actually supplied may be payable when you cancel, but only where the legal requirements for that charge have been met. We do not impose an administration or cancellation penalty for exercising the statutory right.

The cancellation right is lost for a service fully performed within that period only where you expressly requested early performance and acknowledged in advance that you would lose the right when it was fully performed. Acceptance of general terms alone is insufficient. Completing a consultation does not cancel your rights for a separate infusion or an unfinished course.

Cancellation outside that period and missed appointments

Please give as much notice as possible. Any cancellation notice period or missed-appointment charge must have been clearly stated before you booked and included in the terms you agreed. If no such charge was agreed, we do not add one later. We do not impose a blanket non-refundable deposit rule.

An applicable charge is limited to a fair, proportionate genuine net loss, taking account of costs saved and reasonable efforts to rebook the slot. We do not recover the same loss twice or charge a penalty. We consider illness, emergencies and disability or communication-related circumstances individually. These arrangements cannot override statutory cancellation rights.

Where an appointment is rearranged, we explain any agreed transfer of payment and any lawful charge before you accept. We will not replace a cash refund you are entitled to with a credit or voucher unless you agree.

If an assessment finds that an infusion is unsuitable

A clinically appropriate assessment is a service in its own right. If it has been properly supplied, its agreed fee remains payable even if the clinician recommends further investigation, oral iron, referral or no infusion. This remains subject to applicable cooling-off rules and your rights if the assessment was not supplied with reasonable care and skill.

Any advance payment for an infusion that is not supplied will be refunded. We do not retain an infusion fee simply because you were assessed as unsuitable or did not receive a prescription. If the service can identify before assessment that a booked appointment cannot be provided within its scope, we explain the position and refund the unprovided service.

If we cancel or defer treatment

If we cancel or cannot safely provide your appointment, we offer an appropriate alternative where possible. You may decline that alternative and receive a refund for the service not supplied. This applies, for example, where staff, premises, medicine, emergency arrangements or another required safety control are unavailable.

If treatment is deferred after a change in health, further results or clinical review, we discuss the revised plan. You are not required to keep money on account for treatment that will not proceed. A separate consultation or investigation already properly supplied is considered separately.

Split courses and treatment stopped after it begins

Where a course involves more than one administration, the written quote identifies the visits and charges. A clinically indicated 1,500 mg Ferinject course consists of two separately prescribed administrations at least 168 hours apart; it is not a same-day treatment.

If a later dose is no longer indicated, cannot safely be given, is cancelled or is not supplied, we refund the unused part of the course. We use the agreed itemised prices or a fair, explained allocation of a package price. We do not charge for a second dose merely because the first dose was given.

If an infusion is stopped because of a reaction, technical problem or another concern, safety comes first. We explain the care actually supplied, the amount administered where relevant, the next clinical step and the refund calculation. We do not automatically retain the whole course price or automatically refuse a refund because treatment has started. Your rights in relation to an error, negligence or inadequate service remain unaffected.

Medicines tests and third party costs

We explain in advance whether tests, prescribed medicine, administration and follow-up are included. We do not deduct an undisclosed third-party cost or treat ordering routine clinic stock as an automatic reason to retain an unused treatment fee. Any proposed charge for specifically authorised work or a third-party service must be transparent, fair and lawful, including under any applicable cancellation rules.

If you contract directly with an external provider, that provider has its own charges and refund arrangements. Where the external service is part of the service we have agreed to supply, this does not remove our responsibility for our contract with you.

If the service did not meet the agreed standard

Please tell us promptly if you believe a service was not supplied as agreed or with reasonable care and skill. We investigate and discuss an appropriate remedy. Your rights may include repeat performance where suitable, a price reduction up to a full refund, or other remedies under consumer law. A disappointing clinical outcome alone does not determine entitlement, and it does not remove your right to challenge the standard of care.

Duplicate payments, overpayments and billing errors are corrected and the amount overpaid is returned. We explain any disputed part separately and do not delay an undisputed refund unnecessarily. A refund does not require you to waive a complaint or other legal rights.

When and how refunds are made

We make a statutory cancellation refund without undue delay and no later than 14 calendar days after we are informed of the cancellation. We apply the same 14-day target to other undisputed refunds from the date entitlement is established, while meeting any shorter legal deadline. Where law requires a service price-reduction refund, it is made without undue delay and within 14 days of our agreement that you are entitled to it.

Refunds normally go back to the original payment method and payer, unless you expressly agree another suitable method. We do not charge a refund processing fee. Your bank or payment provider may take additional time to show a refund after it has been sent. We provide confirmation and explain any lawful deduction; we do not restart a statutory deadline while completing internal approval.

Questions and complaints

Contact Dr David Cavanagh through the details above if you disagree with a charge or refund decision. We acknowledge formal complaints within three working days and aim for a full written response within 20 working days, explaining delays and keeping you informed. A complaint will not affect your care.

Our complaints process includes local investigation and an independent review route. ISCAS intermediary support may assist with the appropriate next step; ISCAS determines eligibility and whether external adjudication is available. See <https://iscas.cedr.com/patients/complaints-process/>. Using the complaints process does not prevent you from exercising your legal rights.

Optional model cancellation notice

You may copy the following notice into an email or letter. You can also cancel in any other clear way.

To: info@iron-infusions.co.uk.

I give notice that I cancel my contract for the following service: _____

Date the service was ordered or booked: _____

Booking or appointment reference, if available: _____

Name of consumer: _____

Address of consumer: _____

Signature, only if this notice is on paper: _____

Date: _____