**Terms & Conditions**
PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE

**Terms of website use**
This terms of use (together with the documents referred to in it) tells you the terms of use on which you may make use of our website https://www.daylewis.co.uk/ (our site), whether as a guest or a registered user. Use of our site includes accessing, browsing, or registering to use our site.
Please read these terms of use carefully before you start to use our site, as these will apply to your use of our site. We recommend that you print a copy of this for future reference. By using our site, you confirm that you accept these terms of use and that you agree to comply with them.
Our site is only intended for use by people resident in the United Kingdom.
If you do not agree to these terms of use, you must not use our site.

**Other applicable terms**
These terms of use refer to the following additional terms, which also apply to your use of our site (depending upon the services that you use):
Our Privacy Policy https://www.daylewis.co.uk/privacypolicy/, which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our site, you consent to such processing and you warrant that all data provided by you is accurate.
Our Acceptable Use Policy https://www.daylewis.co.uk/privacypolicy/, which sets out the permitted uses and prohibited uses of our site. When using our site, you must comply with this Acceptable Use Policy.
Our Cookie Policy https://www.daylewis.co.uk/cookiepolicy/, which sets out information about the cookies on our site.
The Online Doctor Terms & Conditions

**Information about us**
[https://www.daylewis.com] is a site operated by Day Lewis PLC ("We"). We are a limited company registered in England and Wales under company number 01202866 and have our registered office at Lion House, Red Lion Street, London WC1R 4GB. Our main trading address is Day Lewis House, 2 Peterwood Way, Croydon, Surrey CR0 4UQ. Our VAT number is 100117200.
We are registered with and regulated by the Care Quality Commission (CQC) and as such we comply with the Health and Social Care Act 2008 https://www.legislation.gov.uk/ukpga/2008/14/contents. Our doctors are registered with and regulated by the General Medical Council (GMC) and as such comply with the Good Medical Practice Guidelines http://www.gmc-uk.org/guidance/good_medical_practice.asp. Any medicine supplied is dispensed by Day Lewis Pharmacy (Day Lewis Plc, 5 Peterwood Park, Croydon, CR0 4UQ) by recorded delivery. Day Lewis Pharmacy is registered with the General Pharmaceutical Council (GPhC) with number 1121767.

**Services offered on our site**
We offer two types of service (the "Services"): (i) an Online Doctor service, and (ii) a Repeat Prescription service.

The Online Doctor service

The Online Doctor service provides medical consultations based on online questionnaires that you complete, telephone conversations, secure messaging and photo assessments.

If we determine based on our medical assessment that you are suitable for treatment we will issue a prescription. If you decide to purchase the medicine that has been prescribed, the prescription will be sent to the branch of Day Lewis Pharmacy that you select, which will dispense the medicine.

All our medical questionnaires have been carefully prepared and are compliant with medical best practice.

We provide follow-up medical advice to address any side effects and other issues arising from treatment. Where you agree, we keep your GP informed.

To use the Online Doctor service, you will need to register for that service, and to read and accept the Online Doctor Terms & Conditions

**NHS Online Doctor Service Compliance**

Our Online Doctor service is operated in accordance with NHS Standard Contract requirements for 2025/26, including continuous online access for non-urgent requests during core hours (8:00 am to 6:30 pm, Monday to Friday). Safeguards are in place for urgent requests and data breach indemnity, as required by NHS contracts.

The Repeat Prescription service

The Repeat Prescription service is for NHS prescriptions.

The Repeat Prescription service allows patients who have already had a prescription issued by their GP to re-order their prescription when their medication runs out, without having to go back to the GP directly.

After you have requested a repeat prescription online, the Day Lewis pharmacy that you have nominated will arrange the prescription directly with your GP, collect the prescription from the GP's surgery, and dispense the medicine prescribed.

You will be able to collect your medicine from your nominated pharmacy, or arrange with that pharmacy for it to be delivered to you.

**Accessibility Statement**

We are committed to ensuring our website is accessible to all users, including those with disabilities. Our site aims to comply with the Equality Act 2010 and the European Accessibility Act (EAA), and follows recognised accessibility standards such as the Web Content Accessibility Guidelines (WCAG).

**Changes to these terms**

We may revise these terms of use at any time by amending this page.

Please check this page from time to time to take notice of any changes we made, as they are binding on you.

**Changes to our site**

We may update our site from time to time, and may change the content at any time. However, please note that any of the content on our site may be out of date at any given time, and we are

under no obligation to update it.
We do not guarantee that our site, or any content on it, will be free from errors or omissions.

**Accessing our site**
Our site is made available free of charge.
We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. Access to our site is permitted on a temporary basis. We may suspend, withdraw, discontinue or change all or any part of our site without notice. We will not be liable to you if for any reason our site is unavailable at any time or for any period.
You are responsible for making all arrangements necessary for you to have access to our site. You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

**Your account and password**
If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party.
We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.
If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify us at customercare@daylewisplc.co.uk

**Intellectual Property Rights**
We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.
You may print off one copy, and may download extracts, of any page(s) from our site for your personal use and you may draw the attention of others within your organisation to content posted on our site.
You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.
Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.
You must not use any part of the content on our site for commercial purposes without obtaining a licence to do so from us or our licensors. If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.
You may not modify, distribute, publish, transmit, reproduce, store or create derivative works of any material or content on this website. Without prejudice to the foregoing, you are not permitted to use any manual or automated system or software to extract or reutilise any data or information from this website for commercial purposes (“screen scraping”), including without limitation any pricing.

**AI Data Use Restriction**

You are not permitted to use any content from this website for the purpose of training artificial intelligence models or systems, without our explicit written permission.

**No reliance on information**

The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.

Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up-to-date.

**Limitation of our liability**

Nothing in these terms of use excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

To the extent permitted by law, we exclude all conditions, warranties, representations or other terms which may apply to our site or any content on it, whether express or implied.

We will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:

use of, or inability to use, our site; or

use of or reliance on any content displayed on our site.

**Consumer Rights Act Reference**

Nothing in these terms restricts your statutory rights under the Consumer Rights Act 2015 or other applicable consumer protection legislation.

If you are a business user, please note that in particular, we will not be liable for:

loss of profits, sales, business, or revenue;

business interruption;

loss of anticipated savings;

loss of business opportunity, goodwill or reputation; or

any indirect or consequential loss or damage.

If you are a consumer user, please note that we only provide our site for domestic and private use. You agree not to use our site for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

We will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any content on it, or on any website linked to it.

We assume no responsibility for the content of websites linked on our site. Such links should not be interpreted as endorsement by us of those linked websites. We will not be liable for any loss or damage that may arise from your use of them.

**Force Majeure Clause**
We shall not be liable for any failure or delay in performing our obligations under these terms where such failure or delay is caused by events outside our reasonable control, including but not limited to acts of God, war, terrorism, strikes, pandemics, or government action.

**Uploading content to our site**
Whenever you make use of a feature that allows you to upload content to our site, or to make contact with other users of our site, you must comply with the content standards set out in our Acceptable Use Policy https://www.daylewis.co.uk/privacypolicy/.
You warrant that any such contribution does comply with those standards, and you will be liable to us and indemnify us for any breach of that warranty. If you are a consumer user, this means you will be responsible for any loss or damage we suffer as a result of your breach of warranty.
Any content you upload to our site will be considered non-proprietary. You retain all of your ownership rights in your content, but you are required to grant us a limited licence to use, store and copy that content and to use it in connection with the provision to you of any services that you may request from us through the use of our site. That may include, when you have requested a repeat prescription online through the Repeat Prescription service, obtaining a prescription from your GP and dispensing the prescribed medicine by the Day Lewis pharmacy that you have nominated.
We shall treat any information about you as confidential patient information, and shall process it in accordance with our Privacy Policy https://www.daylewis.co.uk/privacypolicy/. By using our website, you consent to such processing and you warrant that all data provided by you is accurate.

**Viruses**
We do not guarantee that our site will be secure or free from bugs or viruses.
You are responsible for configuring your information technology, computer programmes and platform in order to access our site. You should use your own virus protection software.
You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

**Linking to our site**
You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.
You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.
You must not establish a link to our site in any website that is not owned by you.
Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page.
We reserve the right to withdraw linking permission without notice.

The website in which you are linking must comply in all respects with the content standards set out in our Acceptable Use Policy https://www.daylewis.co.uk/privacypolicy/.
If you wish to make any use of content on our site other than that set out above, please contact customercare@daylewisplc.co.uk

**Third party links and resources in our site**
Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only.
We have no control over the contents of those sites or resources.

**Applicable law**
If you are a consumer, please note that these terms of use, its subject matter and its formation, are governed by English law. You and we both agree to that the courts of England and Wales will have non-exclusive jurisdiction. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.
If you are a business, these terms of use, its subject matter and its formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.