



Practitioner Herbal Dispensing Service

FAQ

How do I get started?

1. Register for your free account
2. When access has been approved, log in and get started
3. Add patient details and shipping address. Make sure to include your patient's email and phone number for tracking to be sent direct from Aust Post (we deliver Australia wide).
4. Add prescription details and/or upload your patient's script
5. Choose size 100ml, 200ml or 500ml bottle of herbs (choose standard or premium)
6. Complete the payment
7. We dispense your prescription and post to your client (or to you).

When will my patient receive their prescription?

If you send the order in before 12pm (business days) we will ensure it is posted on the same day. We deliver Australia wide.

Can I set up an account as a student?

Sure, if you are studying naturopathy or herbalism you can create a free account; just upload a copy of your transcript when registering.

Statement of Confidentiality

NIIM dispensary has a strict policy on patient confidentiality. All patient information and scripts are kept confidential, and your patient will never be contacted directly us.

[Privacy Policy - NIIM](#)

Terms and Conditions

We encourage you to read these Terms carefully. By clicking “I have read and understand the online terms and conditions, you acknowledge and confirm that you have read and understood these Terms and agree to abide by these Terms.

Product Purchases

Users are required to create an account in order to purchase products from us.

We will provide a confirmation of account registration when you register for an account. It is your responsibility to keep your account details up-to-date and confidential. You are liable for all activity on your account.

By providing us with your e-mail address, you agree to receive all required notices electronically, including NIIM marketing and promotional material, to that e-mail address. It is your responsibility to update or change that address, as appropriate.

You may order products from us as set out on the website. We may at our discretion accept or reject an order depending on factors including availability of products and our ability to validate payment for the products.

It is your responsibility to check the order details, including selected products and pricing before you complete your order.

We will provide you with order details, which may include an order number, the shipping and billing addresses, and a description of what was ordered when you order and pay and your payment has been validated.

Please be aware that some of the products sold through the NIIM dispensary may not be suitable for children under 18 years of age, so please take extra care when purchasing products for children under 18 years of age.

You agree to pay us the price for the products and any other amounts payable to us under these Terms as set out by NIIM Dispensary. All amounts are stated in Australian dollars and are inclusive of GST (where applicable). Changes to prices may occur without notice and will be updated on the website.

You must pay for the products by one of the methods displayed and via a third-party payment gateway. You must not pay, or attempt to pay, for our products through any fraudulent or unlawful means.

All product purchases are subject to availability. We do our best to keep in stock most products and to keep the site up to date with availability.

If there is a considerable delay in dispatching your order, or if for any reason we cannot supply the products you have ordered, we will contact you using the contact details provided by you when you placed the order to work out the best way to proceed under the circumstances.

Please refer to the delivery information on site to check that you are in our delivery area. We deliver Australia wide.

Delivery

We will normally dispatch products within 1-2 business days of receipt of your order unless otherwise noted on the site. We reserve the right to hold an order if we deem it necessary or for any other reason. Any delivery periods displayed on the site are estimates only, based on the information provided by Australia post. We are not responsible for delivery delays. We will deliver the products to the place of delivery you specify when making your order.

If you need to change the delivery date or delivery address, please notify us immediately in writing. If you are unable to accept the new proposed delivery date, you may be charged a delivery fee for each additional attempt of delivery.

We may deliver the products via a range of delivery methods. Some courier options require you to accept the delivery method with "no signature required".

Risk of loss, damage or deterioration to any products will pass to you once the products are sent by us. Once risk in the products passes, you will be solely responsible for the products. We do not provide refunds if products arrive damaged, or the products have been delayed and are exposed to warm temperatures. Some of the products we stock are temperature sensitive and we send with a cold pack, however, this is for precautionary reasons only. If we send a temperature sensitive product without a cold pack, and its contents are heat damaged, this is not grounds for a refund or replacement to be sent.

Liability

We accept no responsibility and will not be liable for any harm, loss and/or damage that you or any third party may suffer as a result of these products, directly or indirectly.

Refund Policy

We strictly cannot accept or return any custom-made products.

NIIM accepts product returns if there is a fault or defect and you can present your receipt as proof of purchase. We do not accept refunds or exchange for change of mind or over-purchasing.

NIIM reserves the right to not offer a refund or exchange if the product's fault is of misuse or neglect.