Customer Charter

At Pioneer Medicina (eMedicina) we strive to give you a professional and quality service. We will always try our best to meet your needs. To achieve this, we promise to:

Put your needs first when using our services.

Have a qualified Pharmacist to give you advice and information about your medication.

Give appropriate advice and support to ensure your medication is taken or used correctly.

Answer any questions regarding medication and common illnesses.

Operate safely and effectively to dispense and deliver your medication.

Maintain confidentiality concerning our information database and the services we provide to you. Please see our privacy policy for how we store and process your information.

Keep up to date records for all prescription medicines we have given to you. This will allow us to give accurate advice and ensure you are taking your medication correctly.

Only use your personal information when we have consent

Do our best to deliver your medication to you on time.

Provide a quality experience online and through our services.

Respond to all requests for information or concerns within a reasonable time.

Our promises keep us focused but the key is to ensure we provide an adequate and quality service. There may be times where our customer service exceeds or does not meet your expectations. We welcome all compliments and complaints. If you feel that this is the case, please feel free to fill in our online feedback form.

Complaints

All complaints will be acknowledged within 3 working days.

All complaints should be dealt with after a full investigation within 20 working days.

We thank you in advance for your patience.