

# **Chelmer Surgical Supply Ltd Website Terms and Conditions**

**Last updated: 9 October 2025**

These Terms and Conditions ("Terms") govern your use of this website and your interaction with Chelmer Surgical Supply Ltd ("CSS Ltd", "we", "our"). By accessing this site or submitting a purchase order, you agree to these Terms in full.

## **1. About Us**

Chelmer Surgical Supply Ltd is a UK-based manufacturer of Class III sterile neurosurgical patties, operating under UKCA certification and compliant with the UK Medical Devices Regulations 2002 (as amended). We supply healthcare institutions only.

Registered office:

Rickard Luckin Ltd, County House, 100 New London Road, Chelmsford, Essex, CM2 0RG

Contact: [chelmer@talk21.com](mailto:chelmer@talk21.com) | 01376 550280

## **2. Scope of Supply**

We manufacture and supply pre-defined variants of sterile neurosurgical patties. Products are supplied from stock or made-to-order, depending on availability.

All products are intended for professional surgical use only by qualified healthcare professionals. They are not suitable for consumer or home use.

## **3. Ordering and Contract Formation**

We only accept formal Purchase Orders (POs) issued by recognised healthcare institutions. No purchases are accepted via online checkout or consumer channels.

A binding contract is formed once we accept your PO and confirm fulfilment. We reserve the right to decline orders at our discretion.

## **4. Lead Times and Delivery**

Standard dispatch is within 1–2 working days from order confirmation. In rare cases, lead times may extend up to 2 weeks.

All deliveries are made via tracked courier services with proof of delivery (POD), GPS tagging, and photo evidence.

Risk in the goods passes to you upon confirmed delivery. CSS Ltd is not responsible for delays or loss once goods are in the courier's possession.

## **5. Returns and Refunds**

Due to the sterile nature of our products, returns are not accepted unless there is a substantiated product issue or regulatory concern.

If you believe a product is defective or may have caused an adverse incident, contact us immediately. All such matters will be handled in line with official complaints and vigilance procedure and, where appropriate, reported via the MHRA.

## **6. Product Warranty and Limitations**

Our products carry a 5-year shelf life from the date of manufacture when stored under recommended conditions.

We make no warranties beyond those required by law. Use of our products outside their Intended Use, as outlined in the Instructions for Use (IFU), is strictly at your own risk.

CSS Ltd accepts no liability for misuse, off-label use, reprocessing, or failure to follow applicable clinical guidance.

## **7. Intellectual Property**

All content on this website, including text, product descriptions, images, and downloads, is the intellectual property of Chelmer Surgical Supply Ltd.

You may not copy, reproduce, republish, download, distribute, or exploit any material from this site without our written permission.

## **8. Website Usage**

You may not use this website:

- To scrape or copy information for commercial purposes
- In any way that disrupts site performance or security
- To misrepresent your identity or affiliation with a healthcare organisation

We reserve the right to restrict access or take legal action against unauthorised use.

## **9. Regulatory Compliance**

CSS Ltd is certified under the UKCA scheme for Class III medical devices (Annex II, excluding section 4) and complies with relevant provisions of the UK Medical Devices Regulations 2002 (as amended).

We maintain validated sterilisation, traceability, and post-market surveillance processes as part of our quality management system (ISO 13485).

## **10. Governing Law**

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

## **11. Contact**

For any questions regarding these Terms, contact:

**Chelmer Surgical Supply Ltd**

[chelmer@talk21.com](mailto:chelmer@talk21.com)

01376 550280