

## 1. Business & Brand Information

### Company Profile

- Full Legal Name: Smile Pills Ltd
- Short Business Description:

Smile Pills Ltd is a licensed pharmaceutical wholesale and medical supplies company based in Ghana. We provide quality, affordable, and accessible medicines and medical products to pharmacies, hospitals, and individual customers. Our mission is to enhance health outcomes through innovation, exceptional customer service, and reliable delivery systems.

Mission: Smile Forever – delivering health with trust, quality, and convenience.

Vision: To be Ghana’s leading pharmaceutical and medical supplies provider, integrating future innovations in community and retail pharmacy.

Values: Integrity, Quality, Innovation, Accessibility, Customer Care.

- Physical Address: ( East Legon Hills, Accra, Ghana)
- Contact Details:
- Phone: 0544137947 | +233 209339912
- Email: smilepills21@gmail.com
- WhatsApp: <https://wa.me/message/GKIVR7F2FJPJE1>
- Operating Hours: Monday – Saturday, 24/7

### Branding Assets

- Logo: Available (Blue & Green color scheme, tagline “Smile Forever”)
- Brand Colors:
- Primary: Blue
- Secondary: Green
- Brand Style Guide: (To be developed — will include typography, image style, tone of voice)
- About Us:

Founded by a certified pharmacy technician with over 4 years of experience in both retail and hospital pharmacy settings, Smile Pills Ltd was established to meet the growing demand for quality pharmaceutical products and medical supplies in Ghana. We operate under full compliance with healthcare regulations, ensuring the highest standards in product sourcing, handling, and distribution. Our commitment to innovation and service excellence drives our mission to keep our clients smiling — forever.

## 1. Privacy Policy

Effective Date: [Insert Date]

At Smile Pills Ltd, your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal information when you visit or purchase from our website.

### Information We Collect

- Personal details (name, phone number, email, delivery address)
- Payment information (processed securely through trusted payment providers)
- Prescription documents (where applicable)
- Website usage data (cookies, browsing activity)

### How We Use Your Information

- To process and deliver your orders
- To verify prescriptions for restricted medicines
- To communicate updates, promotions, or important notices
- To improve our products, services, and website experience

### Data Protection

We store your information securely and do not share it with third parties except:

- When required by law
- When necessary for delivery or payment processing
- When verifying prescriptions with licensed pharmacists

### Your Rights

You can request to access, correct, or delete your personal data at any time. Contact us at: [smilepills21@gmail.com](mailto:smilepills21@gmail.com)

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## 2. Terms & Conditions

Effective Date: []

By using the Smile Pills Ltd website, you agree to the following terms:

1. General
  - We are a licensed pharmaceutical and medical supplies business operating in Ghana.
  - All prices are listed in Ghana Cedis (GHS) and include applicable taxes unless stated otherwise.

2. Orders & Payments
    - Orders are confirmed only after payment is received.
    - Prescription medicines will be processed only after a valid prescription is verified.
  3. Delivery
    - Delivery timelines vary by location but are typically completed within 1–3 working days in Accra.
      - Delays due to unforeseen circumstances will be communicated promptly.
  4. Returns & Refunds
    - See Return & Refund Policy for details.
    - Pharmaceutical products cannot be returned once opened, except in cases of damage or wrong delivery.
  5. Liability
    - We are not responsible for misuse of products purchased from our platform.
    - Always consult a licensed healthcare provider before using any medication.
  6. Governing Law
    - These terms are governed by the laws of Ghana.
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### 3. Return & Refund Policy

Effective Date: [Insert Date]

#### Eligibility for Returns

We accept returns for:

- Products delivered in error
- Products damaged before delivery
- Products that have expired before delivery

#### Non-Returnable Items

- Opened pharmaceutical products
- Products without original packaging
- Items returned more than 48Hours after delivery

#### Refund Process

- Refunds are issued within 7 working days after returned items are inspected and approved.
- Refunds will be processed via the same payment method used for the purchase.

#### How to Initiate a Return

- Contact us via +233 544137947 or smilepills21@gmail.com within 48 hours of receiving your order.
- Provide order details, reason for return, and pictures if applicable.

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#### 4. Prescription Policy

- All prescription medicines require a valid prescription from a licensed medical practitioner.
- Prescriptions can be uploaded during checkout or sent via WhatsApp/email.
- Orders without valid prescriptions will not be processed and payments will be refunded (minus any processing fees).