

PROSCRUBS

Terms & Conditions

Professional workwear. Clear terms. Reliable service.

Effective date: June 29, 2026
Contact: theproscrubs@gmail.com

Please read these terms carefully before using the website or placing an order.

Contents

1. Introduction
2. Website Use
3. Product Information
4. Pricing
5. Product Availability
6. Orders and Acceptance
7. Customer Information
8. Payments
9. Shipping and Delivery
10. Order Inspection
11. Returns and Exchanges
12. Refunds
13. Promotions and Discount Codes
14. Accounts and Passwords
15. Intellectual Property
16. Reviews and User Content
17. Third-Party Services
18. Website Availability
19. Limitation of Liability
20. Privacy
21. Changes to These Terms
22. Governing Law
23. Contact Us

1. Introduction

Welcome to ProScrubs.

These Terms & Conditions govern your use of the ProScrubs website and your purchase of products through it. By accessing this website, creating an account, or placing an order, you agree to these Terms & Conditions.

If you do not agree with these terms, please do not use the website or place an order.

2. Website Use

You may use this website only for lawful purposes.

- use the website for fraudulent or unlawful activity
- interfere with the website's security or functionality
- attempt to gain unauthorized access to customer or administrative information
- copy, reproduce, or misuse website content without permission
- submit false contact, billing, or delivery information

We may restrict or suspend access where misuse, fraud, or harmful activity is suspected.

3. Product Information

We aim to present product descriptions, images, colors, sizes, and specifications as accurately as possible.

However:

- screen settings may cause colors to appear slightly different
- product measurements may have minor variations
- packaging may change without prior notice
- product images may include styling items that are not included with the purchase

Customers should review the product description, available options, and size information before placing an order.

4. Pricing

Product prices will be displayed in Pakistani Rupees unless stated otherwise.

Prices may be changed at any time without prior notice. A price change will not normally affect an order that has already been confirmed, except where an obvious pricing or technical error has occurred.

Shipping charges, taxes, payment fees, or other applicable charges will be displayed where relevant before the order is completed.

5. Product Availability

All products are subject to availability.

Adding an item to the cart does not reserve it. If a product becomes unavailable after an order is placed, we may:

- contact the customer for an alternative
 - delay the order with the customer's agreement
 - remove the unavailable item
 - cancel and refund the affected item or order
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6. Orders and Acceptance

Submitting an order does not automatically mean that it has been accepted.

An order is considered accepted when ProScrubs confirms it for processing or dispatch.

We reserve the right to reject or cancel an order where:

- product information or pricing contains an error
- stock is unavailable
- payment cannot be verified
- the delivery address is incomplete or unsupported
- fraudulent or suspicious activity is identified
- the customer has provided incorrect information

If payment has already been received for a cancelled order, the applicable amount will be refunded according to the original payment method or another agreed method.

7. Customer Information

Customers are responsible for providing complete and accurate information, including:

- full name
- telephone number
- email address
- delivery address
- billing information where applicable

ProScrubs is not responsible for delays or failed deliveries caused by incorrect or incomplete customer information.

8. Payments

Available payment methods will be displayed during checkout.

Depending on the payment method, an order may require payment verification before processing.

Customers must ensure that they are authorized to use the selected payment method.

Where Cash on Delivery is available, ProScrubs may contact the customer to confirm the order before dispatch.

We may cancel orders that cannot be verified or appear suspicious.

9. Shipping and Delivery

Orders are delivered according to the shipping options and courier availability applicable to the customer's location.

Delivery estimates are provided as guidance only and may be affected by:

- courier delays
- public holidays
- weather conditions
- remote locations
- operational disruptions
- incomplete delivery information

Further information is available on the [Shipping Information](#) page.

10. Order Inspection

Customers should inspect their parcel and products as soon as reasonably possible after delivery.

If an item is:

- incorrect
- damaged
- defective
- missing from the parcel

The customer should contact ProScrubs promptly and provide:

- order number
- description of the issue
- photographs or video where relevant
- packaging photographs where required

11. Returns and Exchanges

Returns and exchanges are governed by the ProScrubs Refund and Returns Policy.

Items may generally need to be:

- unused
- unworn
- unwashed
- unaltered
- returned with original tags
- returned with original packaging where applicable

Size exchanges depend on stock availability.

Products that are customized, altered, used, washed, damaged after delivery, or sold as final sale may not be eligible for return unless required by applicable law.

12. Refunds

Approved refunds will be processed after the returned item has been received and inspected.

The time required for a refund to appear may depend on:

- the payment method
- the payment provider
- the customer's bank or financial institution

Shipping or payment charges may not be refundable unless the wrong, defective, or damaged product was supplied by ProScrubs.

13. Promotions and Discount Codes

Promotions and discount codes:

- may be valid for a limited period
- may apply only to selected products
- may have minimum-order requirements
- may not be combined unless clearly stated
- may be withdrawn or changed at any time

Discount codes cannot normally be applied after an order has already been completed.

14. Accounts and Passwords

Customers who create an account are responsible for:

- keeping login information confidential
- protecting access to their account
- informing ProScrubs of suspected unauthorized access
- ensuring account information remains accurate

ProScrubs may suspend an account where fraudulent, abusive, or unauthorized activity is suspected.

15. Intellectual Property

Unless otherwise stated, all website content belongs to ProScrubs or is used with permission, including:

- logos
- text
- product descriptions
- graphics
- photographs
- page layouts
- branding
- downloadable material

Content may not be copied, reproduced, republished, sold, or commercially used without written permission.

16. Reviews and User Content

If customers submit reviews, comments, images, or other content, they must ensure that the content:

- is truthful
- is not unlawful or abusive
- does not violate another person's rights
- does not contain malicious software or misleading links

ProScrubs may moderate, remove, or refuse user-submitted content where appropriate.

17. Third-Party Services

The website may use or link to third-party services, including:

ProScrubs Terms & Conditions

- payment gateways
- courier companies
- analytics providers
- email services
- social media platforms

These third parties may operate under their own terms and privacy policies.

ProScrubs is not responsible for the independent actions, availability, or policies of third-party providers beyond what is required by applicable law.

18. Website Availability

We aim to keep the website available and accurate, but uninterrupted access is not guaranteed.

The website may occasionally be unavailable because of:

- maintenance
- updates
- hosting issues
- technical faults
- security incidents
- circumstances beyond our control

We may update, suspend, or change parts of the website without prior notice.

19. Limitation of Liability

To the maximum extent permitted by applicable law, ProScrubs will not be responsible for indirect, incidental, or consequential losses arising from:

- use or inability to use the website
- delays outside our reasonable control
- third-party service failures
- incorrect information supplied by the customer
- misuse of products
- failure to follow product-care instructions

Nothing in these Terms & Conditions excludes liability that cannot legally be excluded.

20. Privacy

Personal information is handled according to the ProScrubs Privacy Policy.

By using the website, customers acknowledge that their information may be processed as necessary for:

- order handling
 - payment processing
 - delivery
 - customer support
 - fraud prevention
 - legal and administrative purposes
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21. Changes to These Terms

ProScrubs may update these Terms & Conditions when required.

The latest version will be published on the website. Continued use of the website after an update means that the revised terms will apply to future use and orders.

22. Governing Law

These Terms & Conditions are governed by the applicable laws of Pakistan.

Any dispute will be handled according to the courts and legal procedures having appropriate jurisdiction in Pakistan, subject to applicable consumer rights.

23. Contact Us

For questions regarding these Terms & Conditions, contact:

Email: theproscrubs@gmail.com

Website: ProScrubs online store

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