



MSD Animal Health UK Limited (MSDAH) Returns Policy

Product supplied by MSDAH may be returned in the following circumstances, and subject to the terms and conditions set out below:

1. The Product was received at the point of delivery in a **damaged condition**
2. The Product was found to have a **fault/defect**
3. The Product was **supplied or delivered in error**
4. The Product has been **recalled**
5. The Product was **refused at the point of delivery**
6. The Product is a **non-medicinal product (excluding microchips and microchip readers)** and was returned within the permitted time limits
7. The Product is a **microchip or a microchip reader and was returned in accordance with section 7 below.**

1. Damaged Products

- Product that was received at the point of delivery in a damaged condition, through no fault of the customer, may be returned.
- Product that was not maintained under the correct storage conditions prior to delivery may be returned.
- To qualify for credit, the customer must notify MSDAH* in writing, within one (1) working day of delivery.
- MSDAH will accept responsibility for the cost of returning the damaged Product and will arrange collection from the customer's premises.

2. Faulty/Defective Products

- Product found to be faulty or defective may be returned within one (1) working day of delivery.
- To qualify for credit, the customer must notify MSDAH* in writing.
- MSDAH will accept responsibility for the cost of returning the faulty/defective Product and will arrange collection from the customer's premises.

3. Products Supplied or Delivered in Error

- Product that was received in error, through no fault of the customer, may be returned.
- To qualify for credit, the customer must notify MSDAH*, in writing, within one (1) working day of delivery.
- MSDAH will accept responsibility for the cost of returning the incorrect stock and will arrange collection from the customer's premises.

4. Product Recall

In the event of a product recall the customer will be notified of the recall circumstances and the Products in question will be collected from the customer and full credit will be issued by MSDAH.

5. Product Refused at the point of delivery

Product refused at the point of delivery and which has not left the custody of MSDAH's third party delivery agent** may be returned and full credit will be issued by MSDAH.

6. Non-medicinal Products

- Non-medicinal products may be returned, provided that the customer notifies MSDAH of their desire to return the non-medicinal product within five (5) working days of delivery.
- To qualify for credit, the customer must notify MSDAH in writing.
- MSDAH will accept responsibility for the cost of returning the non-medicinal product and will arrange collection from the customer's premises.

7. Microchips and Microchip Readers

Microchips and Microchip Readers may only be returned if at least one of the circumstances set out at 7(a), 7(b) and/or 7(c) applies:

- a) Microchips and/or Microchip Readers that were received at the point of delivery in a damaged condition, through no fault of the customer, may be returned.
- b) Microchips and/or Microchip Readers found to be faulty or defective may be returned.
- c) Microchips and/or Microchip Readers that were received in error, through no fault of the customer, may be returned.

- To qualify for credit in relation to any of the above reasons for returning a Microchip and/or Microchip Reader, the customer must notify MSDAH in writing of their desire to return the Microchips and/or Microchip Readers within one (1) working day of delivery.
- MSDAH will accept responsibility for the cost of returning the Microchips and/or Microchip Readers and will arrange collection from the customer's premises.

This Returns Policy is subject to change or amendment at MSDAH's discretion. In the event of any inconsistency between MSDAH's Standard Terms and Conditions of Sale and this Returns Policy, MSDAH's Standard Terms and Conditions of Sale will prevail.

Effective from: 1 September 2022

Note:

* For companion animal, ruminant, equine and trout products, the customer should notify the Distribution Partner (MWI or NVS) through which the product was ordered.

** For companion animal, ruminant, equine and trout products, MSDAH's third party delivery agent will be either MWI or NVS. For pig, poultry and aqua products, MSDAH's third party delivery agent will be Alloga UK Limited or its subcontractor.