

Working to minimise waste is a quality we share

Our new distribution and returns policy has been designed to reduce unnecessary wastage. Your support – checking order confirmations and deliveries – helps reduce errors, saves practice administration and helps us both do our bit for the planet.



Together we're stronger



Bravecto® Chewable Tablets contain fluralaner. **POM-V.** Heptavac® P Plus contains antigens from 7 clostridial species and antigens from the most important serotypes of *Mannheimia (Pasteurella) haemolytica* and *Bibersteinia (Pasteurella) trehalosi* and is indicated for the active immunisation of sheep against disease associated with infections caused by these bacteria. **POM-VPS.** Equilis® Prequenza Te contains virus strains A/equine-2/South Africa/4/03 and A/equine-2/Newmarket/2/93, and tetanus toxoid. **POM-V.** Porcilis® Lawsonia contains inactivated *Lawsonia intracellularis* strain SPAH-08 > 5323 U1. **POM-V.** MSD Animal Health UK Limited. Registered office Walton Manor, Walton, Milton Keynes MK7 7AJ, UK. Registered in England & Wales no. 946942. Further information is available from the SPC, Datasheet or package leaflets. Advice should be sought from the medicine prescriber. Use Medicines Responsibly. UK-BRV-220300004 03/2022



Working To Ensure Quality For You



- > All MSD products are monitored from our warehouse to the delivery point to ensure quality and efficacy.
- > Products returned after leaving MSD's controlled distribution must be destroyed. Together we can avoid this waste.
- > Timely returns at the point of delivery saves practice administration time.



Place order



Review order confirmation



Check delivery and delivery note



Sign



Store in appropriate conditions



ERROR



Call
Distribution Partner



ERROR



Return unwanted
stock to driver
at point of delivery

FAQs

Why has MSD changed the returns policy?

All products have strict controls on temperature and storage conditions. When products leave the delivery partner we have no auditable data to prove storage conditions. Whilst we know that many customers would store medicines correctly, we cannot guarantee this. Therefore, if a product is returned after the point of delivery, it would need to be destroyed. As a company, we are committed to reducing waste.

If product is damaged/faulty/supplied in error, can that be returned?

Yes, please return at the point of delivery. If you discover a product fault please report it as soon as you become aware of the problem.

What happens with the product that is ordered in error and likely returned the next day?

If there is an order error that is not returned at the point of delivery, then you will not be eligible to receive a credit for these products. If a distribution partner accepts a return after the point of delivery of a product that you ordered in error, MSD Animal Health's Returns Policy will still apply. You will still be charged for the product, which we would then have to destroy.

Will the driver stand and wait whilst I check the despatch note?

Yes, the drivers are aware and they will wait for up to 5 minutes whilst you check your delivery.