

MSD Animal Health UK (MSDAH) Limited 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 in error
4. The Product has been recalled
5. The Product was refused at the point of delivery

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's Distribution Partner in writing, within one (1) Working Day of the date 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 Stock

- Product found to be faulty or defective at the point of delivery may be returned.
- To qualify for credit, the customer must notify MSDAH's Distribution Partner 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. Stock 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's Distribution Partner, in writing, within one (1) working day of the product being received.
- MSDAH will accept responsibility for the cost of returning the incorrect stock and the distribution partner 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 Distribution Partner may be returned and full credit will be issued by MSDAH.

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 Conditions of Sale will prevail.

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