

Returned Goods Policy for non-defective Medicinal Products

MWI Animal Health’s returns policy closely follows the EU Guidelines on Good Distribution Practice (2013/C 343/01).

All returned goods must be in perfect original condition; not marked in anyway, should not show any evidence of being tampered with, including the opening of the outer packaging of the product and carry a product license number where appropriate. A product whose inner packaging has been opened cannot be accepted for return for credit. Goods must be accompanied by a ‘Returns Note’. If returning multiple items, they must be packaged in quantities of 20kgs or less.

Under normal circumstances, goods will not be accepted for return for credit other than for the following reasons:

Product	Can these items be returned?	Number of working days
Cold Chain Products (Fridge)	No. If an order is refused at the point of delivery, then goods can be returned as they are still in our custody.	0 days
Human Prescription Medicinal Products	Yes.	2 days
Non-Medicinal Products	Yes.	28 days
Controlled Drugs Schedule 2	No. If MWI Animal Health send a schedule 2 drug in error, or one is received damaged, please report to our Customer Service team who will send you a free of charge disposal kit and issue a credit. (if relevant) Destructions must be witnessed by an independent Veterinarian and we kindly request that all copies of signed paperwork including the full name, qualification, and registration number of all witnesses is emailed to our Customer Service team so we may satisfy requirements of the Home Office, VMD and MHRA inspectors. Please send supporting photographic evidence with the paperwork.	0 days
Controlled Drugs Schedule 3, 4 & 5	Yes.	5 days
Ambient Medicinal Products	Yes.	5 days
Recalled Products instigated by a manufacturer	Yes. If instructions via the Regulatory/Compliance department dictates this. All returns are to be segregated from other returns and labelled clearly and placed in red bags.	N/A