

Returned Goods Policy

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. Date and Batch managed products will be checked against the original pick order, and only if they match will a credit be issued. A product whose inner packaging has been opened cannot be accepted for return for credit. Goods must be accompanied by a 'ReturnsNote'. If returning multiple items, they must be packaged in quantities of 20kgs or less.

Product	Can these items be returned?	Return period
Controlled Drugs Schedule 2 (Veterinary and Human)	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 log the destruction.	Non-returnable
Veterinary Controlled Drugs Schedule 3, 4pt1, 4pt2, & 5	Yes.	5 working days
Human Controlled Drugs Schedule 3, 4pt1, 4pt2, & 5	Yes.	2 working days
Cold Chain Products - Fridge (All legal categories)	No. Only refusal at the point of delivery, is accepted as the goods are still in our custody. A returns reference must be obtained from Customer Services to enable you to create a returns form.	non-returnable
Veterinary Ambient Medicinal Products (All legal categories)	Yes.	5 working days
Human Ambient Medicinal Products (All legal categories)	Yes.	2 working days
MSD Products	MSD products are returned through their process. Please click here to read. For more information please contact Customer Service Team 03300 947 587	as per MSD Policy

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Non-Medicinal Products (Food, toys, consumables etc)	Yes.	28 days
Special Order (an order sourced specifically for your needs at your request)	No.	non- returnable
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.	as per recall instructions
