

## **Terms of Trade** <sup>[1]</sup>

### **Sales Data Provision**

As a condition for the continued receipt by any Canadian wholesaler or distributor of SANDOZ products, effective immediately, such wholesaler or distributor shall both (i) report all of its sales of SANDOZ products (including historical sales) to SANDOZ CANADA INC. or to any third party designated by SANDOZ CANADA INC., and (ii) consent to the reporting to SANDOZ CANADA INC. of this sales information by any such third party designee. Such wholesaler or distributor shall provide this sales information to SANDOZ CANADA INC. or to the SANDOZ designee in a format and at such intervals as specified by SANDOZ CANADA INC. or by SANDOZ's designee in writing from time to time. Any such sales information received by SANDOZ CANADA INC. or its designee shall be held in confidence and used solely by SANDOZ CANADA INC. for the management of its trade terms and sales policies in compliance with all applicable laws.

### **Payment Terms**

Net 30 days.

### **Minimum Order**

Ground transportation charges are paid by SANDOZ CANADA INC. on orders of all products totaling \$500 or more per invoice. If an order value of product shipped to a single customer is less than \$500.00, a charge of \$50.00 will be invoiced to the customer.

### **Warranty**

SANDOZ CANADA INC. is committed to offering high quality products. Our products are manufactured, formulated and packaged according to the highest quality standards in conformity with Health Canada approvals and requirements.

GST (Goods and Services Tax), QST (Quebec Sales Tax), HST (Harmonized Sales Tax)

The GST/HST registration number is **863293510RT**.

The QST registration number is **1200519422**.

The GST/HST and QST amounts (when applicable) will be shown separately for each item.

## Return Policy

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### Order or shipping error

Any customer complaint, resulting from an order or delivery error, must be addressed directly to its distributor.

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### Expired Products

Returned products are credited under the following conditions :

1. Any return of expired products made directly to Inmar is refundable by Sandoz Canada Inc. under this policy.
  
2. Any return made directly to the accredited distributor is refundable by the distributor according to its own return policy.  
  
Only expired products, within 12 months of their expiry date may be returned.
  
3. A pro rata credit for the remaining product will be granted according to the price list in effect at the time of return.  
  
No product is refundable after 12 months of its expiry date.  
  
Expired products must be returned postage paid by the shipper.
  
4. Any return of expired products must include a detailed list of returned products, quantity, lot number and expiry date.
  
5. Any claim arising out of loss, damage or error of delivery made in connection with this policy must be addressed by the customer directly to the carrier
  
6. No product returns may be made directly to SANDOZ CANADA INC.

## Items not eligible for credit

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1. Products purchased from a facility associated with a hospital purchasing group are not eligible for reimbursement (with the exception of PrSandoz® Lenalidomide). This exclusion applies to all products, whether or not they were purchased under a contract with a hospital purchasing group.
2. PrIsoproterenol Hydrochloride Injection USP- product code 4600
3. Products damaged by fire, smoke, heat, or water resulting from a fire or other insurable hazards.
4. Products purchased from a bankruptcy sale, going-out-of business sale, fire sale or other merchandise generally considered under the classification "Distress Merchandise".

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**Source URL:** <https://www.sandoz.ca/en/terms-trade>

### Links

[1] <https://www.sandoz.ca/en/terms-trade>