

Return Policy ^[1]

Order or shipping error

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

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 products 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

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 (Isoproterenol HCl 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".

Source URL: <https://www.sandoz.ca/en/return-policy>

Links

[1] <https://www.sandoz.ca/en/return-policy>