

## Return Policy <sup>[1]</sup>

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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 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 directly to the carrier by the customer.
6. No product returns may be made directly to SANDOZ CANADA INC.

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### Items not eligible for credit

1. PrDroperidol Injection USP - product code 2150
2. Isoproterenol 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".

**Accordion Type:**  
Collapsible

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

#### Links

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