



Returned Goods Policy Medication Management Systems & IV Therapy

Revised policy, effective January 1st, 2008

All returns must be approved by a Hospira Customer Service representative prior to shipment, where a Returned Goods Authorization (RGA) number will be issued. To expedite the process, please have the lot number(s) and the expiry date(s) of the product(s) ready. Once authorized, products must be returned within 30 days.

Hospira Customer Service:

Phone: 1-866-488-6088 or 514-905-2600 (option 9, then 3)

Fax: 1-866-894-2345

The following are situations where returns will not be accepted:

- Products not purchased directly through Hospira Healthcare Corporation
- Products purchased to fulfill our competitor's contract requirements during a backorder situation
- Products damaged by fire, exposure, abnormal temperatures, improper storage
- Products obtained via diverted or other means, including products imported from outside Canada

Condition or Requirement	Hospira Shipping and Ordering Errors	Customer Ordering Errors	Expired Product
Required	Return product within 30 days of receipt in original, full, unopened and undamaged cases ¹ . Report discrepancy or damage within 3 days of delivery.	Return product within 30 days of receipt in original, full, unopened and undamaged cases ¹ .	All Medication Management System and IV Therapy products are ineligible for returns once expired.
Eligible Products	All product authorized, returned and restocked.	All product authorized, returned and restocked.	N/A
Credit Award	100% of purchase price	75% of purchase price	N/A
Non Eligible Products		<ul style="list-style-type: none"> • Custom sets • Nutritional products • Devices 	<ul style="list-style-type: none"> • Solutions & Irrigates • Administration sets • Critical Care products • Suction products • Nutritional products • Devices & device accessories or spare parts • PCA vials
Freight Charges	Hospira	Customer	N/A

¹ Products returned due to shipping or ordering errors must be returned with intact security seals, no labels removed and no deterioration due to abuse, improper handling and/or storage.

For controlled drugs/narcotics: Pharmacists must initiate the return. All requests for authorization for the return of Controlled Drugs or Narcotics must be made to the servicing distribution centre's Qualified Person in Charge (QPIC).

For Product Experience Report (P.E.R) products: Submit a Product Experience Report (or P.E.R.) by calling 1-866-488-6088/514-905-2600 (option 9, then 4). A Clinical Support Specialist will guide you through the necessary steps and ensure that your product performance concerns are handled quickly and easily.

Hospira reserves the right to make exceptions and modify this policy without advance notice.