

# Terms and Conditions

## Ordering

- Orders with the exception of controlled drugs or narcotics may be sent to Hospira Healthcare Corporation, addressed to Customer Service. Contact information can be found listed on page 3 of this document.
- Controlled drugs or narcotics must be ordered on a separate endorsed script or order form and forwarded to your Regional Narcotic Distribution Centre listed on the last page of this document.

Terms: Net 30 days.

## Prices and Quotations

All prices and quotations are subject to change without notice by Hospira Healthcare Corporation. Prices are subject to applicable sales taxes.

## Minimum Order Policy

Hospira Healthcare Corporation assumes shipping charges on orders with a minimum value of \$500. A customer who requests a more expensive or urgent method of transportation will assume the additional transportation costs.

## Merchandise Lost or Damaged in Transit

The extent of damage and/or shortage must be noted on the delivery receipt by the receiver and countersigned by a representative of the transport company. In the event that the damage and/or shortage is discovered after delivery of the merchandise, the customer should immediately advise Hospira Healthcare Corporation's Customer Service Department. If the shipment involves controlled drugs and/or narcotics, the customer should immediately advise their servicing Regional Narcotic Distribution Centre.

## Guarantee

Hospira Healthcare Corporation's guarantee resides in the assurance to the customer of the identity, safety, potency, purity, and stability of the ingredients used, the skill, experience, and care devoted to preparation, and the final pharmaceutical quality of the products offered for sale.

## Prohibition Against Export

Hospira Healthcare Corporation products ("Products") are approved by Health Canada for sale and resale in Canada only and are NOT FOR EXPORT.

# Returned Goods Policy

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 through Health Canada's Special Access Program (SAP)
- Products purchased to fulfill our competitor's contract requirements during a back order situation
- Products damaged by fire, exposure to abnormal temperatures or 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 <sup>1</sup> . Report discrepancy or damage within 3 days of delivery.	Return product within 30 days of receipt in original, full, unopened and undamaged cases <sup>1</sup> .	Product is acceptable up to six (6) months post-expiry. Product past six (6) month expiry will not be accepted. Minimum credit value of \$25.
Eligible Product	All products authorized, returned and restocked.	All products authorized, returned and restocked.	All products authorized, returned.
Credit Award	100% of purchase price	75% of purchase price	100% of purchase price
Products Not Eligible		<ul style="list-style-type: none"> <li>• Refrigerated products</li> </ul>	<ul style="list-style-type: none"> <li>• All Abboject® and LifeShield® Abboject® pre-filled syringes</li> <li>• All premixed and specialty solutions</li> <li>• OncoTICE®, Nipride®, Sodium Thiosulfate</li> </ul>
Freight Charges	Hospira	Customer	Customer

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 7).