



Addicted to healthcare

PRODUCT RETURNS

UTi Pharma implements the returns policy as stipulated by the manufacturers in accordance with their international quality assurance standards. Products are not sold on a sale or return basis, but on a non-returnable basis, with the following exceptions:

- If goods were supplied in error, incorrectly supplied or were damaged in transit provided that UTi Pharma is notified within 48 hours from delivery;
- Product recall;
- Quality complaint;
- Expired goods, in the month of expiry and within three months after expiry date, and the customer has not ordered better-dated stock.

Certain of the manufacturers have applied more stringent limitations. The staff answering your call will be able to advise you of any deviations from the standard returns policy.

UTi Pharma staff members are not permitted to make a returns decision contrary to the documented policy.

Please note that no Cold Chain items will be accepted for credit or return.

The returns procedure has been designed in order to support product security systems. To support the batch tracking facility, only stock that has been purchased from UTi Pharma will be considered for return subject to the conditions stipulated above.

Furthermore, in the event of goods being supplied in error or expired product, UTi Pharma cannot accept for credit any items that are not in a re saleable condition, products that have been marked or feature customer pricing.

THE RETURNS PROCEDURE IS OUTLINED BELOW:

- Contact the product returns department on 0860 00 04 43 option 4 to request a claim reference number between 7:00 and 19:00 from Monday to Friday. If a product has been supplied in error a claim must be requested within 48 hours of delivery.
- If the claim is acceptable within the returns policy, a claim reference number will be issued.
- To obtain a claim reference number the customer must supply their UTi Pharma account number, the relevant UTi Pharma invoice number, the details of the product to be returned and the quantity of products for return. The claim reference number is used to track returned goods and to ensure a clean paper trail for auditing purposes.
- Once a claim reference number has been issued the system generates a pick-up instruction unless there is nothing to collect (e.g. short supplied). This instruction is reflected on the driver's collection trip sheet.
- Without a claim reference number, no pick-up instruction will be created and no collection will be made. It is therefore imperative to request a claim reference number. The driver may not uplift any product without the appropriate instruction from the customer returns department.
- Products and the relevant documents must be packed in a cardboard box, and the box sealed with tape, so as to prevent damage or theft.
- When a driver arrives to uplift a parcel, the collection trip sheet must be signed by the customer. For security purposes the documentation accompanying the driver is pre-printed. Any amendments will render the claim null and void.
- Once the goods have been received by UTi Pharma they are checked and a decision is made regarding the credit. If the credit is refused this is communicated to the customer. If the credit is passed, a credit note will be supplied with the next monthly statement. The credit is reflected against the appropriate invoice on the statement.