



**Boehringer
Ingelheim**

HUMAN PHARMACEUTICALS
MÉDICAMENTS D'ORDONNANCE

Return Goods Policy

Eligibility for Return for Credit

Expired Products in original packaging are eligible for return for credit up to twelve months after the expiry date of the Products. All other Products must receive prior authorization from the BICL Customer Care at 1.800.263.BICL(2425) to be eligible for return for credits.

The following Products are not eligible for return for credit:

- (a) Products with good dating (i.e. not expired);
- (b) Products which have been damaged due to improper storage conditions;
- (c) Products involved in a fire, flood, bankruptcy or sacrifice sales;
- (d) Products purchased on a non-returnable basis;
- (e) Products ordered/shipped in error but not reported within five working days or returned within ten days of notification of receipt; and
- (f) Products returned more than twelve months after the expiry date of the Products.

BICL reserves the right to destroy any returned Products. Returned Products which are not eligible for return for credit will not be returned and will be destroyed.

Return Procedure

Expired Products must be shipped prepaid to:

**Inmar (Medturn) Inc.
50 Dynamic Drive, Unit #2
Toronto, ON M1V 2W2**

A Return Form must be fully completed and included with the returned Products. (Return Forms are available from Inmar at 1.888.784.2323 or simply register online at www.returns.org – as a member, you can process your returns quickly and easily on line). If returned Products are shipped collect to Med-Turn the shipping charges paid by Inmar are subject to deductions from the credit.

For Hospital customers utilizing the Canadian Pharmaceutical Distribution Network (CPDN), please complete a CPDN "Request for Credit Form" and return any expired items directly to CPDN.

Value of Credit

Returns will be credited at the previous year's unit selling price, plus current applicable tax.

Eligible returned Products purchased at a special price will be credited at the lowest current special price, plus current applicable tax. Credit value for part bottles will be assessed on a pro rata basis to the nearest ¼ bottle, subject to the above criteria.

Product Complaints

If a Product is returned by a retail customer to an Approved Purchaser because of a manufacturing defect, the Approved Purchaser must notify BICL immediately of the complaint and apply for authorization to return the Product directly to BICL.

Changes to Terms and Conditions of Sale

The Terms and Conditions of Sales are subject to change at any time at the discretion of BICL without notice. All orders for Products are subject to the Terms and Conditions of Sales in effect on the date of the order.