

***RETURN POLICY FOR DUCHESNAY PRODUCTS - WHOLESALERS***

**EFFECTIVE JANUARY 2011**

**Expired or Damaged Product:**

Please fax your return request to 1 877 855-8817 or email it to [orders@duchesnay.com](mailto:orders@duchesnay.com). Your request must include the following information: product name, quantity returned, lot number, expiry date and reason for return. You will be issued an authorization number. Please indicate this number on your return slip.

Once the merchandise has been received and verified for compliance with the terms of our current return policy, a credit note based on the purchase price will be issued. An expired or damaged product must be returned as a full unit with the safety seal intact. No credit will be issued for product received without a valid authorization number. **Under no circumstances may you deduct the credit amount from your payment prior to the issuance of a credit note.**

- **A product is considered expired one (1) month prior to its expiry date.**

No credit note will be issued for a product that has been expired for more than twelve (12) months. Duchesnay will, however, ensure that the product is destroyed in a manner that meets the highest industry standards.

- **A product is considered damaged if packaging has been adversely affected during transportation.**

**Defective Product:**

**For a defective product, the pharmacist must file a formal complaint directly with our Medical Information Department at 1 888 666-0611.**

The pharmacist must contact our Medical Information Department directly so that we can collect information concerning the complaint and process it appropriately. No complaint will be processed until we have received the merchandise at our office. Upon receipt of the product, we will carry out a full investigation to determine the cause and implement any corrective and/or preventive measures that may be required. The pharmacist will be informed in writing of the conclusion of our investigation. You will be sent a credit note to apply to the pharmacist's account.

This return policy is posted on our website at [www.duchesnay.com](http://www.duchesnay.com)