# ACCORD RETURN POLICY - HOSPITAL PRODUCTS

**IMPORTANT: If the product was purchased from a distributor, it must be processed and returned to the point of purchase.**

Contact your supplier's customer service department to obtain a return authorization number before returning the product (s) by providing the following information:

- Name of client/organization;
- The address of the client/organization;
- Contact Name;
- The phone number of the contact;
- The email address of the contact;
- The name of the product;
- The product code number;
- The lot number of the product;
- The quantity to be returned.

**IMPORTANT: No return/credit will be accepted without authorization.**

After obtaining a return authorization number, the customer has 20 working days to return the product(s). Any product (s) returned after this period will be refused and not credited.

Products must be returned in their entirety, unopened, intact and in their original packaging.

All authorized returns are to be shipped prepaid to the original point of purchase.

## ELIGIBLE CREDIT RETURN CONDITIONS

### ORDER ERROR:

- Products ordered in error, reported within 5 working days and returned within 10 days of notification receipt by the Customer Service Centre will be eligible for credit. Accord reserves the right to charge a restocking fee of 25% of the value of the returned products for customer order errors.
- From the distributor/carrier: The products must be returned within 10 working days of the date of receipt of the goods. The eligible credit will be 100% of the purchase value.
- In all cases, the customer must provide the supporting documents to demonstrate that the products have been stored properly.

### VISIBLE DAMAGE:

Please do not refuse a damaged delivery.

Any visible damage must be noted on the documents submitted by the carrier at the time of receipt of the goods.
The customer shall request and permit the carrier's inspector to ascertain and assess the damage.

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**<u>IMPORTANT</u>: Please ensure that all necessary precautions are taken immediately when handling products classified as CYTOTOXIC, including the appropriate use of personal protective equipment (PPE).**

### NON-VISIBLE DAMAGE:

Contact your supplier's customer service department immediately to report any damaged products and identify after receipt of the goods. Customer service will tell you what to do.

### EXPIRED PRODUCTS:

A return authorization request can be initiated at your supplier's customer service only for products that are within 30 days of their expiration date and 6 months after the expiration date.

- Accord may ask to return the goods to your supplier for a credit.

or

- Accord may require to destroy the goods on site.

## NON-REFUNDABLE RETURNS

- No return authorization number.
- No purchase order or reference invoice for products.
- Products obtained through the Health Canada Special Access Program (SAP).
- Partial returns of expired products are not eligible for credit.
- Non-expired refrigerated products are not eligible for credit.
- Non-expired products with more than 30 days until expiration.
- Any product that is not in its original condition, which is damaged.
- Products over 6 months past the expiration date.
- Products purchased at list/catalogue price.
- Products purchased off contract as a substitution following an alternate vendor's inability to supply.
- Products purchased while on allocation.
- Short-dated products accepted by the customer.

- Products that have been repackaged, over-labeled or reconstituted.
- A returned product will not be accepted if it has been subjected to improper storage
- Products damaged by fire, smoke, heat, water or other hazards.
- Products marked "non-returnable", "professional sample", "professional packaging", "clinical trial".
- Goods in difficulty, such as products purchased from a bankruptcy or the closing of a business or a sale of fire.
- Opened or partial packs.
- Special Orders: customers are notified at the time of purchase and on the original invoice that special order items are non-returnable and not eligible for refunds or exchanges.
- Discontinued products by Accord.

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**IMPORTANT: Accord reserves the right to approve or reject credit applications if conditions are not met.**

## PLEASE NOTE

Accord sales representatives are not authorized to pick up and/or destroy any products whether they have been approved or not for return.

Before granting any credit, Accord reserves the right to inspect all returns or destroy returned products outside of the terms of the return policy or considered unsuitable or dangerous to use. Accord will not replace or return products that are ineligible for credit.

## CONTACT

### FOR HEALTHCARE INSTITUTIONS

- Canadian Pharmaceutical Distribution Network (CPDN)Customer Services
  - For Ontario, the Atlantic Provinces, the Yukon, the Northwest Territories and the Nunavut: (905) 879-2803 or 1-800-265-6756
  - For Manitoba, Saskatchewan and Alberta: (403) 724-3062
  - For British Columbia: 604 952-2581
- McKesson Canada Customer Services
  - Atlantic Provinces: 1.866.325.7883
  - Quebec: 1.800.363.7139
  - Ontario: 1.800.576.2380
  - Western Canada: 1.800.661.9932

### For the Retail Market

Contact your distributor. The return policies of the distributor apply to any return.

This policy takes effect on October 1, 2025, and may be modified at any time without prior notice.

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