

DELIVERY, CLAIMS AND RETURNS POLICY

All purchases from MEDISCA are subject to this Delivery, Claims and Returns Policy and the Terms & Conditions found here. All capitalized terms not defined in this policy have the meaning set forth in the Terms & Conditions. By purchasing from MEDISCA, you agree to this Delivery, Claims and Returns Policy.

Delivery

All Products purchased from MEDISCA are subject to a standard ground shipment or as otherwise applicable to product specifications. For more information regarding shipment and delivery, Customer must contact a MEDISCA sales representative.

All orders ship Monday-Friday, excluding holidays.

No insurance is made on shipments by MEDISCA, unless arranged by Customer prior to shipping. MEDISCA assumes no responsibility or liability for loss or damage by reason of delay or inability to ship for any reason whatsoever.

The Customer agrees that MEDISCA is not responsible for shipment delays or failures to ship due to product or material shortages, strikes or labour disputes, transportation delays, manufacturer shortages or delivery disruptions, force majeure or catastrophic events, fire, seasonal supply disruptions, or other causes beyond the reasonable control of MEDISCA, and shall not be held liable for any loss resulting therefrom.

Shipping, Handling, Taxes and Other Charges

Customer shall be responsible for, and shall pay when due, all shipping, handling, taxes and government-related charges of any kind, including, without limitation, duties, custom fees, tariffs, and any other fees imposed by any government or government agency on the Products sold.

Claims

Customer must inspect its order thoroughly upon receipt. In the event of in-transit damage or shortage, the Customer must report such in-transit damage or shortage within two (2) business days to a MEDISCA Customer Service Representative and provide documentation by the carrier prior to Customer accepting the package/shipment. If damaged in-transit, the carrier must perform an inspection. Customer shall not accept any shipment until carrier makes a damage notation on the delivery slip/way bill.

All returns under this provision shall be treated by MEDISCA on a case-by-case basis. In the event of in-transit damage or shortage, MEDISCA shall, at MEDISCA's sole discretion, either return the Products to MEDISCA at MEDISCA's at MEDISCA's cost and expense, or credit the invoiced price of such Products to Customer's MEDISCA account.

Returns

MEDISCA takes great care and diligence when packing and shipping all orders to ensure accuracy and efficiency. However, in the event Customer desires to return a Product, Customer shall comply with the following.

Products excluded from Returns

MEDISCA's return policy is to preserve the quality of its Products and to conform with current Good Manufacturing Practices regulations set forth by relevant regulatory bodies. As such, MEDISCA is unable to accept returns, or apply credit, on the following items:

- Active pharmaceutical ingredients (API's);
- Expired products;
- Special order items;
- Dangerous goods;
- Refrigerated products;
- Tampered products;
- Products that have original seals broken or are damaged or altered in any way;
- Bulk orders; and
- Controlled substances.

Conditions to Return Product

Customer has thirty (30) days from delivery date to return Products purchased from MEDISCA. Any return requests submitted to MEDISCA after such date shall not be accepted by MEDISCA.

All returns of Product are subject to a twenty-five percent (25%) re-stocking fee.

Return Material Authorization (RMA)

In order to return a Product to MEDISCA, Customer requires a RMA number. Customer must complete the RMA form accurately and completely in order to receive a RMA number. Once Customer submits a RMA form,

MEDISCA shall review the RMA form and, if accepted by MEDISCA, MEDISCA will issue Customer a RMA number to be displayed prominently on the package returned to MEDISCA.

Certification Form

MEDISCA may require the Customer to complete a Certification Form in order to return certain Products. The purpose of the Certification Form is for the Customer to certify that the Products have not been opened, tampered, or altered in any way, have been kept in appropriate storage conditions for the respective Product(s) and otherwise comply with applicable law, including, but not limited, current Good Manufacturing Practices. Such Certification Form shall be completed in its entirety, duly signed and returned to MEDISCA promptly. Failure to return the Certification Form may result in refusal of a RMA.

Procedure to Return Products

Once Customer has received a RMA number, Customer must pack the authorized Product(s) in the original packaging provided, appropriate storage/shipping containers in order to protect product integrity, and only those Products authorized for return by MEDISCA, display the RMA number prominently on the package, and any other instructions as provided by MEDISCA. Any Products received without a RMA number, without a RMA number prominently displayed on the package, not authorized for return or otherwise not in compliance with this return policy shall be refused by MEDISCA and returned to Customer at Customers expense.

Request a Return

In order request a return, please log-in to your MEDISCA online account and access your Order History or speak to a MEDISCA representative for more information.

Recall

In the event of a recall, MEDISCA will advise all Customers subject to the recall and provide Customers with instructions in order to comply with such recall.