

MSD Animal Health UK Limited (MSDAH) Returns Policy (effective from: 1 August 2026)

Product supplied by MSDAH may be returned in the following circumstances, and subject to the terms and conditions set out below*:

1. The Product was received at the point of delivery in a **damaged condition** through no fault of the customer
2. The Product was found to have a **fault/defect**
3. The Product was **supplied or delivered in error** through no fault of the customer
4. The Product has been **recalled**
5. The Product was **refused at the point of delivery**
6. The Product is a **non-medicinal product (including microchips and microchip readers)** and was returned in accordance with section 4 below

1. Damaged, Faulty/Defective Products, or Products Supplied or Delivered in Error

- To qualify for credit, the customer must notify MSDAH** in writing, within one (1) working day of delivery.
- The customer will be asked to dispose of the damaged Product or MSDAH will accept responsibility for the cost of returning the damaged Product and will arrange collection from the customer's premises.
- In the event where a sample of a faulty/defective Product is required, MSDAH will accept responsibility for the cost of returning the faulty/defective Product and will arrange collection from the customer's premises.
- MSDAH will accept responsibility for the cost of returning Products Supplied or Delivered in Error and will arrange collection from the customer's premises.

2. Product Recall

In the event of a product recall the customer will be notified of the recall circumstances and the Products in question will be collected from the customer and full credit will be issued by MSDAH.

3. Product Refused at the point of delivery

Product refused at the point of delivery, and which has not left the custody of MSDAH's third party delivery agent*** may be returned and full credit will be issued by MSDAH.

4. Non-medicinal Products (including microchips and microchip readers)

- Non-medicinal products that were delivered in a damaged or faulty condition or delivered in error by MSDAH may be returned and subject to credit, provided that the customer notifies MSDAH of their desire to return the non-medicinal product in writing within **five (5) working days** of delivery.
- MSDAH will accept responsibility for the cost of returning the non-medicinal product and will arrange collection from the customer's premises.

This Returns Policy is subject to change or amendment at MSDAH's discretion. In the event of any inconsistency between MSDAH's Standard Terms and Conditions of Sale and this Returns Policy, MSDAH's Standard Terms and Conditions of Sale will prevail.

*Toxovax and any products delivered in Liquid Nitrogen are unable to be returned for credit in any circumstances due to the temperature-controlled nature of these products.

** For companion animal, ruminant, equine and trout products, the customer should notify the Distribution Partner (MWI or NVS) through which the product was ordered.

*** For companion animal, ruminant, equine and trout products, MSDAH's third party delivery agent will be either MWI or NVS. For pig, poultry and aqua products, MSDAH's third party delivery agent will be Alloga UK Limited or its subcontractor.