



Flamingo Pharma (UK) Ltd. aims to meet the highest expectations in terms of customer service, deliveries and billing. However, should you find a discrepancy with your order, please follow our Returns Policy as detailed below so your claim is managed as quickly as possible.

Flamingo Pharma (UK) Ltd. Returns Policy is in compliance with EU Directive 92/25/EEC Article 10 and Rules and Guidance for Pharmaceutical Distributors 2007 relating to medicinal products for human use and our Terms and Conditions of Sale (a copy of which is available on request).

Claims :

1. Returns policy is in operation in the following cases:

- o Goods or packaging are damaged or faulty.
- o To correct a picking and packing error.
- o In response to a product or batch recall.

2. All claims and notification of any shortage must be immediately reported by telephone (Mr. Richard Eggleston - 07733522465) and confirmed by email within 72 hours of delivery. Notification should be sent to sales@flamingopharma.co.uk.

3. Please provide the following information to ensure we can process your claim quickly:

- o Account name
- o Contact name, telephone number and email address
- o Invoice number
- o Date of delivery
- o Clear details of the reason for return / discrepancy

4. Once your return is authorised by Flamingo Pharma (UK) Ltd., a Goods Returns Form will be emailed to you for completion. This is usually made available within 5 working days of your initial notification. To avoid delays, complete the form in full, and ensure that it is signed by the named Responsible Person on your Wholesale Dealers License to confirm that medicines have been stored as required by MHRA guidelines.

5. On receipt of the completed Goods Returns Form, Flamingo Pharma (UK) Ltd. will contact you to arrange uplift. Please do not arrange uplift by any other means as the return will not be accepted by our warehouse.

6. All returns should be packaged in a manner to avoid damage of the goods in transit and should include a copy of Goods Returns Form.

7. The goods will be checked by our Team and a credit note will be raised and sent to the named contact within 3 working days of receipt of the return.

Please find below a summary of the acceptable notification period:

	Notification Period	% Rebate
Damaged Stock	Within 72 hours of receipt of goods	100%
Short Shipments	Within 72 hours of receipt of goods	100%
Picking and Packing	Within 72 hours of receipt of goods	100%
Product Recall -	No limitation	100%

*Note that for any fridge lines, Flamingo Pharma (UK) Ltd. must be notified within **24 hours** of receipt of goods*

8. Your refund will be processed once we receive your returned items. Refunds are credited to the designated bank account within 5-7 working days.

Notes:

- Please note that Returns policy is only in operation for stock returned from UK based companies.
- At Flamingo Pharma (UK) Ltd.'s discretion, depending on value, we may ask the customer to arrange destruction of the goods.
- Flamingo Pharma (UK) Ltd. will not be able to accept for credit any zero/discounted line returned from customers marked "ordered in error".
- In the event of any product recall the customer agrees to co-operate fully with Flamingo Pharma (UK) Ltd. in taking all necessary steps to remove the relevant goods from the marketplace.
- Our maximum liability for our failure to fulfil an order that we are legally bound to fulfil will be limited to the price paid by you for that order.

Thank you for your co-operation