

Terms & Conditions

VAT Number

- Supplier's VAT number must be mentioned on their final invoice to Symbio Farma B.V., Diamantlaan 89, Hoofddorp, 2132WV, Netherlands.

Return policy

- Medzexchange will have 14 days from collection date to return any product, if the product can't be verified on FMD.
- Medzexchange will have 14 days from collection date to return any product, if the anti-tampering device is broken.
- Medzexchange will have 14 days from collection to return any damaged products received from the supplier unless it can be proved that it was damaged in transit.
- Any returns for the above reasons will be at the cost of the supplier and it's their responsibility to arrange for the transport.

Inspection and recall

- Medzexchange will inspect the outer packaging of the goods within 2 working days of receipt of the product and shall notify you of any discrepancies or damages without undue delay.
- If the purchased product(s) is subject to a recall order or suspension issued by a competent authority, original manufacturer or similar, or the product(s) is recalled or suspended due to any incident that occurred before the time the buyer received the goods, the product(s) shall, to the extent possible, be returned to the supplier and the supplier shall in any case reimburse the buyer the price paid for the product(s).

Falsified Medicines Directive

- As of 9th of February 2019 we expect you to comply with the Falsified Medicines Directive (FMD) and have in place measures to prevent falsified medicine from entering the legal supply chain.
- In case the medicine shows any sign of tampering, the Unique Identifier is non-functional or the medicine doesn't comply with the requirements of FMD the product can be returned to the supplier and the supplier shall refund the purchase price.

Transport

- When products are loaded onto trucks from Medzexchange, the ownership shifts from Supplier to Medzexchange.
- The risk and responsibility of the products are therefore on the Supplier, until the possession of goods is shifted when loading onto trucks from Medzexchange.

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General terms

- Any products supplied to Medzexchange must be obtained/purchased only from valid sources with applicable licenses and authorisations.
- Batches of medicinal products that have been subject to theft, counterfeit or falsification are not accepted and can be returned to the supplier.
- Each shipment shall be in handled according to GDP regulations.
- Each shipment shall include:
 - A delivery note specifying the company name and address, product name, strength, expiry date, batch number and quantity.
 - The outer box shall clearly indicate the content of the box including temperature requirements.
 - Any delays or discrepancies shall be communicated in due time and prior to the shipment.

These Terms can only be waived or modified with prior Medzexchange's written consent.

Any deviations to the above conditions must be approved by Medzexchange prior to the pick-up. Goods that have been sent without prior approval from Medzexchange will be returned.

Questions:

Should you have any questions do not hesitate to call us: **0031 23 808 0187**

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