

TERMS AND CONDITIONS

ORDERS

To order product, contact Customer Service between 8 am and 5 pm EST, or through the 24-hour order website, VaccineShoppeCanada.com. Orders placed before 2 pm EST, Monday through Thursday will be shipped same-day when possible. **Sanofi Pasteur Limited does not accept backorders for unavailable product.**

TERMS

Payment terms are net 30 days from date of invoicing. Orders will be invoiced at prices that are in effect at the time of order. Orders totalling less than \$500.00 will be subject to a \$50.00 handling charge.

CLAIMS/DISCREPANCIES

Order discrepancies must be reported to Customer Service within 3 days of receipt of order, otherwise adjustments may no longer be available.

Sanofi Pasteur Limited EXPIRED PRODUCT RETURNS POLICY

Sanofi Pasteur Limited will accept returns of expired product *for credit only* (at the estimated invoice price less 10%) subject to the following conditions and limitations:

- *Expired product only* is eligible for credit upon return to Sanofi Pasteur Limited; in-dated (i.e., unexpired) products are *not* eligible for return or credit.
- Eligible product must have been purchased directly from Sanofi Pasteur Limited and must be returned (**shipping prepaid**) to Sanofi Pasteur Limited as a **complete unopened package; partial packages of product will not be accepted for return** and are not eligible for credit.
- Product must be returned
 - i. packaged in a plastic inner bag; and
 - ii. wrapped in bubble wrap; **and**
 - iii. placed in a strong box or bubble envelope.

- Expired product will only be accepted for return and for credit if received by Sanofi Pasteur Limited within one year of labelled expiry date.

Under no circumstances will Sanofi Pasteur Limited accept returned product for credit where:

- Product was purchased on a non-returnable basis (as indicated on the original price list or the original sales invoice).
- Product was purchased to control a threatened or actual outbreak of the disease which the product is intended to prevent or treat.
- Product has been exposed to or damaged by fire, smoke, moisture, liquid or other similar factors.
- Product has been subjected to improper storage conditions such as temperatures outside of labelled temperature ranges.
- Product has been acquired in a fire sale, bankruptcy or distressed sale.

STORAGE & DESTRUCTION

All Sanofi Pasteur vaccines must be stored between 2°C and 8°C. Vaccine vials and syringes may be disposed of by using a Sharps container, which is disposed of as bio-hazardous waste.

EXPORT OUTSIDE CANADA IS STRICTLY PROHIBITED

As such, any Customer that purchases a product from Sanofi Pasteur Limited ("Sanofi Pasteur") shall not:

- export from Canada to any other country or foreign territory;
- sell for export from Canada to any other country or foreign territory; or
- sell for resale to any party who Customer knows, reasonably suspects or reasonably should know will:
 - export the product from Canada to any other country or foreign territory, or

- sell the product to any further party who the party knows, reasonably suspects or reasonably should know will export the products from Canada to any other country.
- Customer shall have the responsibility to communicate in writing with any party to whom Customer sells products for resale ("Purchaser") the Customer's obligations under these terms and conditions and provisions requiring that Purchaser comply with all the provisions of these terms and conditions as if Purchaser were Customer, thereby ensuring that any party who subsequently purchases products ("Subsequent Purchaser") from any party, including but not limited to Purchaser, comply with all provisions of these terms and conditions as if Subsequent Purchaser were Customer.
- The sale of products by Sanofi Pasteur confers a license to Customer under any applicable Canadian intellectual property rights relating to the product, only to sell the products solely in Canada. This limited license will be transferred to any Purchaser and any Subsequent Purchaser upon purchase of a product. Customer acknowledges that any such license granted pursuant to the preceding paragraph is limited to Canada and that the export of products to a country other than Canada contrary to these terms and conditions may result in the infringement of intellectual property rights recognized in that country and may also result in the breach of the laws of said country relating to importation and dispensation of drug products. Customer further acknowledges that permitting in any way the export of products to a country other than Canada contrary to these terms and conditions may constitute inducing, procuring or condoning infringement of intellectual property rights recognized in that country.

Please note that all prices, terms and conditions are subject to change without prior notice.

Customer Service:

Toll Free 1-800-268-4171
Local (416) 667-2611
Fax 1-877-311-9741

Vaccine Information Service

Toll Free 1-888-621-1146
Local (416) 667-2779
Fax 416-667-2629