

# General terms and conditions

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## 1. General

MWI Animal Health sells goods via the internet to businesses in Norway with an organization number. Products with an expiration date are always shipped with at least three months remaining before expiration. Before clicking the "Submit order" button at checkout, you must accept our general terms and conditions, thereby agreeing to the text in this document. Once your order has been submitted, we cannot modify it, add, or remove items.

**MWI:** Swevet AB (a company registered in Sweden with Organization Number SE556621-5843) operating as MWI Animal Health, with its registered office at Forskaregatan 1D, 275 37 Sjöbo, Sweden.

## 2. Shipping and delivery terms

Good stock management and fast deliveries are MWI Animal Health's goals. Our freight forwarders in Norway are Postnord and UPS. When we receive your order before 1:00 PM on weekdays, the goods are shipped the same day. We always strive to provide you with the best possible service, and for urgent orders placed after 1:00 PM, we will do our best to dispatch the order the same day.

According to the freight forwarders, the shipment is normally delivered to the customer within two to five (2-5) days after it has left our warehouse.

MWI Animal Health is not responsible for third parties, such as delivery delays caused by the freight forwarders.

Public holidays may affect delivery schedules. Please read more on our website, <https://www.mwiah.no/help/irregular-opening-hours>.

### 2.1. Our delivery methods

All orders exceeding an order value of NOK 1,500 excluding VAT are shipped free of charge.

A shipping fee is charged to orders under NOK 1,500 excluding VAT. The shipping cost is then NOK 99 excluding VAT.

For deliveries outside the EU, any customs duties and shipping costs will be added and paid by the buyer. MWI Animal Health is not responsible for delays caused by customs authorities.

Any back orders (including both stock items and items on order) are delivered free of charge. Back orders are primarily shipped with the next regular order or from MWI Animal Health's warehouse on a weekly basis.

#### 2.1.1. B2B parcel/pallet (business to business)

Products are delivered during daytime hours to the address specified at the time of order. Unfortunately, we cannot influence the freight forwarders' delivery times and service days.

### 2.2. Track your package

When your order is shipped from our warehouse, a tracking link is created which you can find in your order history under the respective order number on My Pages in the online store.

### 2.3. Unreceived order / "failed delivery"

If you are not available when your order is delivered, you will be charged for any costs incurred for the so-called failed delivery.

## **2.4. Undelivered packages**

We reserve the right to charge for handling costs incurred for undelivered packages (return shipping, processing fees, etc.). The goods will be held at the pickup point for 14 days before being returned to us. Please note that if you wish to return the item, you need to first pick up the package and then return it according to MWI Animal Health's return process.

## **2.5. Change of delivery address**

Once the order has left the warehouse, the delivery address cannot be changed. It is therefore particularly important that you verify the delivery address before completing and confirming your order. If you need to change the address, please specify this in the message box in the shopping cart or contact customer service for adjustment before the order is shipped.

## **2.6. Delivery delays**

Delivery times may be extended if unforeseen delays occur during transport. Delivery may be delayed by one or more days. The additional delivery time is not always included in the estimated delivery time stated in the online shop. MWI Animal Health does not compensate for these delivery delays.

# **3. Purchase /payment terms**

All prices are quoted in Norwegian kroner. Any shipping cost is additional, see more under the shipping and delivery terms.

## **3.1. Prices**

For customers who have an account at MWI Animal Health and can log in to the online store, your prices are shown excluding VAT. MWI Animal Health reserves the right to adjust prices immediately if our purchase prices or other conditions change, such as exchange rates. For products marked "Price On Request", a price quotation can be obtained upon request by contacting customer service at +47 23 65 13 60 or [kundeservice@mwiah.no](mailto:kundeservice@mwiah.no).

## **3.2. Product images and product information**

The product images on the website do not guarantee that the exact appearance of the item is shown. We reserve the right to make changes to product information and prices without prior notice. MWI Animal Health reserves the right for any errors in product information or elsewhere on the website. In the event of errors, MWI Animal Health reserves the right to correct them afterward. We reserve the right for price adjustments, clearance sales, stock differences, technical issues, changes in technical specifications, and any typographical errors on our website or in our advertisements

## **3.4. Invoice**

For business customers, invoices are subject to payment terms of net 14 days, unless otherwise agreed. For capital investments, MWI Animal Health can offer financing through leasing agreements. MWI Animal Health reserves the right not to sell products to non-animal-related companies. MWI Animal Health retains ownership of the goods until full payment has been received.

# **4. Order**

## **4.1. How to order**

Orders are made through our online store. Read more about how in the FAQ <https://www.mwiah.no/help/NettbutikkFAQs>.

If you have questions about how to place an order, please feel free to call customer service at +47 23 65 13 60 or [kundeservice@mwiah.no](mailto:kundeservice@mwiah.no).

A completed order means you accept our terms and conditions and consent to having your name and personal or organizational number registered in our customer database. The agreement is only finalized when we confirm the order by sending an order confirmation to the email address you provided. We reserve the right to cancel orders if delivery cannot be made for any reason.

#### **4.2. Add products to an existing order**

You cannot add or change products to an already placed order; it will be treated as either a new order or a cancellation (see section 4.3 Cancellation).

#### **4.3. Cancellations**

You can cancel an item before it has left our warehouse, but after that, it is not possible to cancel.

NOTE: This does not apply to items referred to as “Made-To-Order-item” in the webshop. Contact customer service if you have questions regarding Made-To-Order-item items before you order.

## **5. Complaints and returns**

### **5.1. Return - incorrect, damaged, or incomplete delivery**

MWI Animal Health offers a generous return policy for receiving credit or for adjusting products sold by MWI Animal Health. Customers can easily request a return, credit, or adjustment of the number of purchased products directly from MWI Animal Health by contacting our customer service:

- Online store return form: [Return form](#)
- Online store complaint form: [Complaint form](#)

Before returning a product, approval from MWI Animal Health is required to ensure quick and accurate handling of your case.

You must notify MWI Animal Health within seven (7) working days after receiving your order regarding any items that are damaged, missing, or incorrectly picked. Otherwise, such items will not be eligible for return and credit.

If a medication is returned, it will be destroyed and charged to the customer. MWI Animal Health also charges for undelivered and unreceived packages returned by the shipping company to MWI Animal Health, as well as packages returned due to an incomplete address from the customer.

All other products can only be returned if they qualify as sellable items. A sellable product is defined as:

- A. It is in the original, unchanged, unopened packaging with seals intact.
- B. It is free from marks, stickers, and damage.
- C. It has at least three months remaining before the expiration date.
- D. It can be returned and sold according to applicable laws and regulations at the time of return.
- E. It has been stored, handled, and shipped properly to avoid affecting the product's quality.
- F. It was purchased directly from MWI Animal Health.
- G. It is not otherwise deemed non-returnable.

Note: Exceptions may apply according to specific manufacturers' return policies, subject to applicable fees.

MWI Animal Health reserves the right to refuse and deny credit for a return if the item does not meet the requirements of this document upon inspection. MWI Animal Health reserves the right to destroy all items that are not approved or eligible for return and will not credit such items.

When filing a return or complaint by email, the following information must be included:

- A. Your name and contact information.
- B. The quantity and name of the products to be returned.
- C. A brief description of what the complaint concerns: whether it is incorrect, damaged due to something other than transport, or incomplete, and what is missing.
- D. If your item is defective, we need to see 3-5 photos where the damage is clearly visible on at least one of the photos. Make sure one of the photos shows the entire product.
- E. An order number where the product you wish to complain about was included. You can also send a copy of the order confirmation.

## **5.2. Transport damage - freight forwarder's responsibility**

The recipient has a considerable responsibility to inspect a shipment before signing for it. In the event of transport damage that has had an external impact on the shipment, this must be reported by the recipient to the freight forwarder immediately upon receiving the order. In the case of physical transport documents, the damage should be noted and signed by the driver present. In cases where the shipment is acknowledged digitally, e.g. via a handheld computer, the damage should be noted there.

It is then up to the recipient to provide as much evidence as necessary for the claim to meet the freight forwarder's general terms and conditions. This includes, among other things:

- Photographing the outside of the shipment from several angles with the address label visible to confirm that it is the same shipment.
- Photographing the inside of the shipment to confirm the damage that has occurred
- Saving the packaging in case the freight forwarder requests it for inspection.

From there, it is easiest for the recipient to report the damage to the freight forwarding company themselves. This is because the recipient has the shipment to hand and can provide additional information if any follow-up questions arise. MWI Animal Health will always receive any credit from the shipping company if the complaint has been correctly submitted and approved. However, we will of course send a replacement order to the recipient at no extra cost.

If a dispute would arise between the freight forward company and the recipient, MWI Animal Health can assist with the complaint. However, we will then need the above-mentioned complaint documentation from the recipient, otherwise there is no possibility of credit.

Contact our freight forwarders regarding transport damage:

- PostNord [customer service](#)
- UPS [customer service](#)

## **5.3. Complaints, disclaimer clause, and limitation of warranties**

You acknowledge that MWI Animal Health is only a distributor and not the manufacturer of the products. As such, MWI Animal Health guarantees only that MWI Animal Health will transfer ownership of the products.

The above guarantee constitutes the only and exclusive warranty from MWI Animal Health regarding products. MWI Animal Health expressly disclaims all other warranties, either express or implied, including all warranties as to the seller's competence, suitability for a particular purpose, and quality.

MWI Animal Health's warranty applies only if MWI Animal Health has received full payment for the products.

The manufacturer of the products may offer its own warranty. All such warranties will be forwarded to you to the greatest extent possible. MWI Animal Health does not represent nor guarantee the existence or scope of the manufacturers' warranties.

If you wish to make a product complaint, follow the steps in 5.1.

#### **5.4. Refund for complaints, claims and returns**

Refunds for complaints or returns will be made via a credit note for the approved returned product after inspection, and the product meets the requirements for credit according to this policy.

## **6. Personal data**

In connection with your order and/or account registration, you consent to us storing and using your information in our operations to fulfill and provide the service you expect from us. All personal data processing is carried out in accordance with the Pharmacy Data Act and the General Data Protection Regulation (GDPR).

The information you provide about yourself will be used by MWI Animal Health and our partners for payment and delivery. We guarantee that no information about you will be sold or passed on to third parties. Read more about how we handle your personal data in our privacy policy.

We reserve the right to cancel orders that contain incorrect personal data or if the customer has payment issues.

## **7. Contact MWI Animal Health**

MWI Animal Health  
Forskaregatan 1 D  
SE-275 37 SJÖBO, SWEDEN

Org. nr. 556621-5843

#### **Return adress**

MWI Animal Health Forskaregatan 1 D  
SE-275 37 SJÖBO, SWEDEN

Phone: +47 23 65 13 60

E-mail: [kundeservice@mwiah.no](mailto:kundeservice@mwiah.no)

We reserve the right to amend any printing errors on the website.