

General conditions

Contents

1	General	2
2	Shipping and Delivery Terms	2
2.1.	Our Delivery Methods	2
2.1.1.	B2B Parcel/Pallet (Business to Business)	3
2.1.2.	Delivery Without Signature (DHL PARCEL or DHL PALLET)	3
2.1.3.	Delivery to Pickup Point	3
2.1.4.	Pickup Orders from Our Pharmacy Store	3
2.2	Track Your Package	4
2.3.	Unreceived Order / "Failed Delivery"	4
2.4.	Undelivered Packages	4
2.5.	Change of Delivery Address	4
2.6.	Delivery Delays	4
3	Purchase/Payment Terms	5
3.1.	Prices	5
3.2.	Product Images and Product Information	5
3.3.	Licensed Products	5
3.4.	Invoice	5
4	Order	6
4.1.	How to Order	6
4.2.	Add Products to an Existing Order	6
4.3.	Cancellation	6
4.4.	Cancel an Order	6
5	Complaints and Returns	6
5.1.	Return - Incorrect, Damaged, or Incomplete Delivery	6
5.2.	Transport Damage – Freight Forwarder’s Responsibility	7
5.3.	Complaints, Disclaimer Clause & Limitation of Warranties ...	8
5.4.	Refund for Complaints & Returns	8
6	Personal Data	8
7	Contact MWI Animal Health	8

1. General

MWI Animal Health sells goods via the internet to businesses in Sweden with a personal or organization number. To shop with us, you must be at least 18 years old and have a valid Swedish ID for parcel shipments. If you are under 18, you need consent from your legal guardian for your purchase. MWI Animal Health only sells pharmaceuticals and veterinary products to veterinarians with valid licenses and to those authorized to prescribe medicines. The products we sell can be used in Sweden, and they have a Swedish manual or user guide when required, either in physical or digital form. Products with an expiration date are always shipped with at least 3 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. We actively select the courier based on several factors, including the postal code you enter before proceeding to checkout, the cutoff time for dispatch, the estimated delivery time, and stock availability.

Our couriers in Sweden are [DHL](#), [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 courier, the shipment is typically delivered to the customer within one to three (1-3) days after leaving our warehouse if you are located at or south of Gävle. North of this "line," delivery takes an additional day. If rural mail delivery is used, it takes at least one extra day.

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

Refrigerated goods are shipped from our warehouse Monday – Wednesday. Public holidays may affect the courier's delivery schedule. If a public holiday falls in the middle of the week, please contact customer service for more information about when you should place your order to receive the goods on time.

2.1. Our Delivery Methods

Customers within Sweden are offered free shipping on orders exceeding 1500 SEK excluding VAT. Note: Shipping costs always apply to orders of the pharmaceutical product Arti-Cell Forte according to the price table listed with the product.

If you choose to have your shipment delivered to a pickup point, or if your package is left at a pickup point due to your unavailability at the scheduled delivery time, an additional fee will be charged. Read more about delivery to pickup points below.

A shipping fee applies to orders below 1500 SEK excluding VAT. The shipping cost is then 99 SEK excluding VAT.

Any backorders of regular stock items are delivered free of charge. Backorders are primarily shipped with the next regular order or from MWI Animal Health's warehouse on a weekly basis.

Special order items always incur a shipping fee regardless of order value. Shipping costs are determined by the weight and volume of the shipment.

2.1.1. B2B Parcel/Pallet (Business to Business)

Products are delivered during daytime hours to the address specified at the time of order. You will receive a notification from the courier before delivery via the phone number you provided at purchase. The courier usually provides an estimated delivery time frame of approximately 3 to 4 hours, and an adult recipient must sign for the goods and present valid identification. Unfortunately, we cannot influence the courier's delivery times and service days. In certain areas of Sweden, home delivery may only be available on specific days of the week.

2.1.2. Delivery Without Signature (DHL PARCEL or DHL PALLET)

The "Delivery Without Signature" option allows DHL to deliver the shipment to the specified delivery address without requiring the recipient to be present to personally sign for the delivery. If you live in a rural mail carrier area, this is a good option to avoid delivery delays.

Delivery with the "Delivery Without Signature" option is carried out in accordance with the applicable terms, which can be read here:

https://www.dhl.se/content/dam/downloads/se/logistics/se/DHL_Produktspecifika_uppdagsvillkor_inrikes_1111.pdf

By selecting "Delivery Without Signature," DHL, including any subcontractors, waives all responsibility for the shipment upon delivery. If the recipient is present at the time of delivery, the shipment will be signed for by the recipient in the usual manner.

2.1.3. Delivery to Pickup Point

Some smaller products are delivered to a pickup point near your delivery address. The delivery is made to one of our designated service points.

You will receive a text message or letter notification when the item is ready for pickup. You can then collect your item at your convenience. However, the item must typically be collected within 14 days.

More information will be provided at the time of delivery to the pickup point. The item can only be collected by the person listed as the delivery recipient, and identification will be required at pickup.

2.1.4. Pickup Orders from Our Pharmacy Store

Pickup orders (orders collected from our pharmacy) must be placed in the webshop by 3:00 PM for collection the following day. If you wish to pick up your order from us, select this option at checkout in the webshop. We are unable to process non-preordered purchases on-site. Placed orders will be ready for pickup at the pharmacy between 9:00 AM – 12:00 PM on the next business day.

2.2. Track Your Package

When your order is shipped from our warehouse, you will receive a shipping confirmation via email. The shipping confirmation includes a tracking link that you can click on to track your delivery.

If you have not received a notification that your package has arrived, but the tracking link shows that it has reached a pickup point, you can collect the package using the parcel ID/tracking number/shipment number along with your identification.

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. For parcels delivered to a pickup point that are not collected, a return cost will be charged as per the table under "Cancel Your Order." If the goods, due to being refrigerated items, are spoiled due to a failed delivery, you will also be charged for the sales value of the goods. Responsibility for the delivery transfers to you as the customer once you receive the delivery notification.

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.

For undelivered packages containing medication, the following applies: According to the regulations of the Swedish Medical Products Agency (Läkemedelsverket), returned medications cannot be resold or sent out again. Medications that are returned to us or not picked up at the pickup point must be destroyed by law. The cost of medications in undelivered or unreturned packages will be charged to the customer.

2.5. Change of Delivery Address

Once the product has left the warehouse, the delivery address cannot be changed. Therefore, it is especially important that you verify the delivery address before completing and approving your order.

2.6. Delivery Delays

Delivery times may be extended if unforeseen delays occur during transit. For certain parts of Northern Sweden and Gotland, Postnord and DHL may deliver with a delay of one or a few days. This extra time is not always included in the estimated delivery time indicated on the website. MWI Animal Health does not compensate for these delivery delays.

In cases where we cannot deliver within the agreed timeframe, we will inform the customer of the reason for the delay and provide an updated delivery time as soon as possible.

3. Purchase/Payment Terms

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

3.1. Prices

For business customers who have an account with MWI Animal Health and can log into the webshop, MWI Animal Health's list prices excluding VAT will be visible and are valid until further notice. Some of our customers have negotiated prices and discounts, which will be visible to you when logged in. All prices are displayed excluding VAT for customers who log into the webshop. MWI Animal Health reserves the right to immediately adjust prices if our purchasing prices or other conditions change, such as exchange rates. For some products, the price is available upon request. Call or email customer service at 0771-21 55 00 or kundtjanst@mwiah.se for a quote.

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.

3.3. Licensed Products

Some medications are not approved in Sweden but can still be prescribed through a license, known as licensed medicines. A license is a sales permit for a specific pharmacy to sell a medicine not approved in Sweden. It is the customer's responsibility to create a license justification in KLAS, the system used to manage these licensed medicines. If the license justification is missing or requires completion, we will contact the customer via email or phone. If no justification is received or updated within 5 business days, the order will be canceled. Once the license is approved, we will send out the medication, provided it is in stock. Licensed medications that are not in stock will be ordered once the license is approved. Licensed medications ordered via prescription for a specific pet owner will be charged to the prescriber/clinic, along with other costs if the pet owner does not pick up the prescribed medication.

3.4. Invoice

For business customers, invoices with payment terms of 14 days net apply, unless otherwise agreed. For capital investments, MWI Animal Health may offer financing through leasing agreements. MWI Animal Health reserves the right not to sell veterinary-specific products to individuals who are not veterinarians. MWI Animal Health retains ownership of the goods until full payment is received.

4. Order

4.1. How to Order

Orders are made through our website. If you have questions about how to place an order, feel free to call customer service at 0771-21 55 00 or email kundtjanst@MWIAnimalHealth.se. 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 correct 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. Cancellation

You can cancel your item before it has left our warehouse, but after that, it is not possible to cancel. NOTE: This does not apply to medications. Business customers who have ordered products from our special range (referred to as "order items") cannot cancel their order. Contact customer service if you have questions regarding order items.

4.4. Cancel an Order

For businesses, the Contract Act applies, and therefore, the right of withdrawal does not apply.

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:

- Webshop form: <https://www.mwiah.se/kundtjaenst/retur-reklamation/>
- By email: kundtjanst@mwiah.se

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 3 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.

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:

- 01 Your name and contact information.
- 02 The quantity and name of the products to be returned.
- 03 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.
 - 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.
- 04 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

All damages that occur during transport must be reported directly to the freight forwarder. If, upon receipt, you discover that the delivery is damaged, either the product or the packaging, we ask you to immediately report this to the freight forwarder by noting the damage on the shipping label before the delivery is signed for. If you received the goods delivered under authorization (delivery without confirmation), you should report the transport damage directly to the freight forwarder by contacting them. Please note that the tracking number/delivery number needs to be provided when filing a complaint with the freight forwarder.

Contact our freight forwarders for transport damage:

- **DHL:** Transport damage or 0771 345 345
- **PostNord:** Transport damage or 077 133 33 10
- **UPS:** Transport damage or 077 662 20 77

It is the customer's responsibility to report transport damage directly to PostNord. If you received a shipment via UPS or DHL, please contact MWI Animal Health's customer service. If damage has occurred, you should not use the product. It is also important to save the packaging so that the damage can be inspected during the claims process.

Other questions for our freight forwarders can be answered by their customer service:

DHL [Customer Service](#)

PostNord [Customer Service](#)

UPS [Customer Service](#)

5.3. Complaints, Disclaimer Clause & 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 of merchantability, 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 or 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 & 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. No. 556621-5843

Return Address

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

Phone: 0771-21 55 00

Email: kundtjanst@mwiah.se

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