

# General terms and conditions

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## 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 three months remaining before expiration.

Before completing your order and clicking on 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 Animal Health:** 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 shipping companies based on several factors. These include postcode, latest shipping date, estimated delivery time and stock status. This is done in order to best serve our customers' interests by choosing the most suitable option.

Our freight forwarders in Sweden are DHL, Postnord, UPS and Frigoscandia.

When we receive your order before 1 p.m. 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 p.m., we do our best to ship the order the same day.

According to the freight forwarders, the following expected delivery times apply. The delivery estimates stated refer to the number of working days from when the order has left our warehouse.

- **In or south of Gävle:** 1–3 working days.
- **North of Gävle:** 2–4 working days.
- **Rural delivery:** At least one (1) extra working day in addition to the times stated above.

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

Temperature controlled goods are shipped from our warehouse Monday – Wednesday. Public holidays may affect delivery schedules. Please read more on our website, <https://www.mwiah.se/Help/Special-opening-hours>

### 2.1. Our delivery methods

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

A shipping fee is charged to orders under SEK 1,500 excluding VAT. The shipping cost is then SEK 139 excluding VAT.

For certain customers, special customer-specific agreements may apply, whereby the shipping limit and/or shipping cost deviates from what is stated in these general terms and conditions. In such cases, the customer-specific agreement takes precedence over the general terms and conditions.

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. In certain areas of Sweden, home delivery may only be available on specific days of the week. Medicinal products are delivered subject to signature upon receipt.

### **2.1.2. Delivery to pickup point**

You can select a pickup point by writing a message in the shopping cart. If no selection is made, the order will be delivered to a pickup point near your delivery address.

You will receive a notification via text message or email with information when your order is available at the delivery point. The order can then be collected at any time (subject to the delivery point's terms and conditions and opening hours).

The order can only be picked up by the person listed as the recipient, and identification will be required upon pickup.

If you have not received any notification that your package has arrived, but the tracking link shows that it has reached a delivery point, you can collect the package using the package ID/delivery number/tracking number and valid ID.

### **2.1.3. Pickup orders from our pharmacy store**

If you wish to collect your order from our pharmacy, please indicate this in your shopping cart when placing your order. Orders must be received by 4 p.m. at the latest. We cannot process non-pre-ordered purchases on site. Your order will be ready for collection at the pharmacy between 9 a.m. and 4 p.m. on the following working day.

## **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. For parcels delivered to a pickup point that are not collected, a return cost will be charged. 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. The 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 returned packages will be charged to the customer.

## **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 delays may occur in certain parts of northern Sweden and Gotland. MWI Animal Health does not compensate for these delivery delays.

# **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 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 may be obtained by contacting customer service at 0771-21 55 00 or [kundtjanst@mwiah.se](mailto:kundtjanst@mwiah.se)

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

The product images on the webshop 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 medicinal products**

Some medications are not approved in Sweden but can still be prescribed through a license, known as special license/permit. 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 medicinal products. If the license justification is missing or requires completion, we will contact the customer via email or phone. If no justification is received or is not updated within five business days, the order will be canceled. Once the license is approved, we will send out the medication, provided it is in stock. Licensed medicinal products that are not in stock will be ordered once the license is approved.

### **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.

### **3.5. Advance payment**

New customers are required to pay in advance until regular invoicing is approved. This means that a prepayment invoice is issued and must be paid before delivery takes place.

Prepayment applies until three (3) invoices have been recorded in our accounts. After that, the customer will switch to regular invoicing in accordance with the agreed payment terms (14 or 30 days).

If an order is split due to backorders and invoiced at different times, this is considered to be one and the same underlying order. It is the number of invoices recorded that determines the transition to regular invoicing, not the number of delivery occasions.

Advance payment is applied as a routine credit measure to ensure solvency.

Contract customers are not subject to the advance payment requirement.

## **4. Order**

### **4.1. How to order**

Orders are placed via our webshop.

For further information, please visit our FAQ, where we have compiled answers to frequently asked questions, <https://www.mwiah.se/Hjalp/FAQswebshop>. If you cannot find the answer to your question or have further questions regarding orders, please contact customer service on 0771-21 55 00 or via email at [kundtjanst@mwiah.se](mailto:kundtjanst@mwiah.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 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 medications or items referred to as "Made-To-Order-item" in the webshop.

## 5. Complaints and returns

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

Stocked items ordered incorrectly may be accepted for return subject to a handling fee of SEK 79, excluding VAT. This fee does not apply where the error is attributable to MWI Animal Health. Customers can request a return, credit, or adjustment of the number of purchased products directly from MWI Animal Health by filling out our forms:

- **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:**

- 01 It is in the original, unchanged, unopened packaging with seals intact.
- 02 It is free from marks, stickers, and damage.
- 03 It has at least three months remaining before the expiration date.
- 04 It can be returned and sold according to applicable laws and regulations at the time of return.
- 05 It has been stored, handled, and shipped properly to avoid affecting the product's quality.
- 06 It was purchased directly from MWI Animal Health.
- 07 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.

- 04 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.
- 05 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.

The recipient then reports the damage directly to the carrier. This is because the recipient has the shipment in their possession and can provide the necessary documentation and answer any additional questions.

### **Contact our freight forwarders regarding transport damage:**

#### **DHL**

0771 345 345

[Customer service](#)

#### **PostNord**

077 133 33 10

[Customer service](#)

#### **UPS**

077 662 20 77

[Customer service](#)

#### **Frigoscandia**

010 27 99 910

[Customer service](#)

If a dispute arises between the carrier and the recipient, MWI Animal Health can assist with the complaint. For this to be possible, the recipient must provide the documentation supporting the complaint. Otherwise, credit or compensation cannot be granted.

It is always MWI Animal Health that receives any credit from the freight forwarder if the complaint has been correctly submitted and approved. We issue a credit note and either you reorder yourself or we issue a replacement order to you.

### 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 or void an order if incorrect or incomplete information has been provided, or if the customer has insufficient payment capacity.

## 7. Contact MWI Animal Health

MWI Animal Health  
Forskaregatan 1 D  
SE-275 37 Sjöbo, Sweden

Org. nr. 556621-5843

### Return address

MWI Animal Health  
Forskaregatan 1 D  
SE-275 37 Sjöbo, Sweden

Phone: 0771-21 55 00

Email: [kundtjanst@mwiah.se](mailto:kundtjanst@mwiah.se)

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