

Sales Policy and General Information

30 Terms

- Terms are net 30 days from the invoice date.
- All accounts are payable by cheque, bank transfer or money order.
- Payment by credit card is **only** accepted if payment is received **within 48 hours of the invoice date**. Payment by credit card will not be accepted 48 hours after the invoice date.

On orders of less than \$500.00 before taxes, a \$75.00 handling and shipping fee applies. Catalogue prices and sales policy are subject to change without notice.

Shipping

Routine shipping from Omega Laboratories Limited distribution centers occurs within 48 hours following the receipt of orders. Some orders may require completion from a secondary distribution point. Depending on your distribution zone, your order should arrive within one to five days from shipment.

Special Handling

Customers requesting special order handling (i.e. air freight, air parcel post, etc.) will be billed the greater of either \$75.00 or the actual expense, unless special circumstances prevail or Omega Laboratories Limited is in error.

Return Policy for contracted merchandise purchased directly from Omega*

1. Returns must be sent prepaid and must be pre-approved by Omega Laboratories Limited. For the return to be considered for credit, an authorization number must be obtained by contacting our Customer Service department.
2. Customers may return products that expired in the last 5 months. A credit of 75% of the purchase price will be given only following inspection and approval of the merchandise. A minimum credit value of \$60.00 is required.
3. Customers may return products that have not expired. A credit of 75% of the purchase price will be given for products returned before the expiry date. A minimum credit value of \$60.00 is required.
4. Discontinued products will not be accepted for credit.
5. Customer order errors may be returned prepaid to Omega within 3 business days with a 25% restocking fee.
6. Only unopened merchandise is considered for credit. Partial boxes may be returned to Omega, but will not be credited.
7. Products purchased to fulfill a competitor's contract requirements during their back order are not eligible for credit.
8. All unused or overstock products, such as claims due to the termination or end of a contract, are not eligible for credit.
9. Refrigerated products, antiseptic solutions and sterile empty vials are not eligible for credit.
10. Only products purchased directly from Omega are eligible for credit from Omega.
11. The following products stored at controlled or room temperature are not eligible for credit:

DESCRIPTION	PRODUCT CODE
Charcoal, Activated – Charac®-25	L0070001
Charcoal, Activated – Charac®-50	L0070002
Charcoal, Activated with Sorbitol – Charac®-Tol 25	L0070003
Charcoal, Activated with Sorbitol – Charac®-Tol 50	L0070004
Dextrose and Sodium Chloride – Sclerodex® (pack of 50/pack of 5)	L0010034/L0010035
Iodine and Sodium Iodide - Sclerodine® 6	L0010037
Magnesium Hydroxide & Cascara Extract – Cas-Mag® (15 mL/500 mL)	L0070008/L0070006
Mineral Oil, Light Sterile	L0010120
Naloxone Hydrochloride (Injectable) 0.4 mg/1 mL	L0010249
Naloxone Hydrochloride Injection 0.4 mg/mL (1 mL/10 mL)	L0010222/L0010223
Naloxone Hydrochloride Injection 1 mg/mL (2 mL)	L0010224
Sodium Salicylate – Saliject®	L0010040
Sodium Tetradecyl Sulfate – Tromboject® 1% (2 mL)	L0010049
Sodium Tetradecyl Sulfate – Tromboject® 3% (2 mL/5 mL)	L0010050/L0010051
Urea & White Petrolatum - Hydrophil®	L0040001

Contract Default Compensation

Requests for contract default compensation must be received within six months of purchase date from alternate supplier. Alternate product must be equivalent. Compounded products or different products used as a clinical alternative will not be reimbursed.

Warranty

Since Omega Laboratories Limited cannot control the conditions or circumstances under which our products may be administered, Omega can assume no responsibility other than the quality of materials employed, the accuracy of the formula and the exercise of proper care and skill in their manufacturing. All of Omega's products are guaranteed to fulfill the requirements of all federal laws and regulations at the time of shipment from our facility. All other warranties, either expressed or implied, are excluded.

*Off-contract purchases are not eligible for credit at expiry.