

PRODUCT RETURN FORM

Human Medicines, Controlled Drugs and Veterinary Medicines



Contact Name			
Customer Details			
Address			
Type of product	Human Medicines	Controlled Drugs	Veterinary Medicines

Stock Code / Description	Size	Invoice No.	Lot / Expiry Date	Quantity Returned	Reason Returned	Date Product Received	Date Product Returned

CREDITS

- Returned products will only be credited once they have been received back to DVS.
- Please allow for 3 – 5 working days for credit note to be processed.
- No hard copy of the credit note will be sent to customer.
- Credit note will be emailed and can also be viewed / downloaded by logging onto the VetPortal at www.dugganvetportal.ie.
- For swift collection and credit please follow all the steps above.

DECLARATION

I hereby declare that the returned product meets the following storage requirements:

- Non-cold chain medicinal products are stored under ambient temperature conditions (+15°C to +25°C).
- No damage is made to the packaging and the product is returned in its original condition.
- The returned product is purchased from Duggan Veterinary.
- Product has not left your premises and is not subjected to falsification.

Name and Designation of Authorised Personnel

Signature and Date

- **Returns Policy Controlled Drugs:** Controlled Drugs must be returned within 7 working days by registered courier. Any products returned after 7 days cannot be accepted back on our system.
- **Returns Policy Veterinary Medicines:** Veterinary Medicines must be returned within 30 working days by registered courier. Any products returned after 30 days cannot be accepted back on our system.
- **Returns Policy Human Medicines:** Please see overleaf for returns policy on Human Medicines.
- **Returns Policy Cold Chain Medicines:** No returns on Cold Chain Medicines.

PLEASE PRINT THIS PAGE TO TAPE ONTO THE RETURNS BOX:

Deliver to:

Duggan Veterinary
Unit 9, Thurles Retail Park,
Thurles, Co. Tipperary,
Ireland, E41 E7K7
T: + 353 (0) 504 43169