

Policy

Credits and Returns

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1. Which goods does this policy apply to?

This document is Sigma Healthcare’s Credit and Return Policy and applies to all goods sold by Sigma Company Limited (ABN 44 004 132 923) under Sigma’s standard terms and conditions of supply, the most recent copy of which is published on our website <http://www.sigmahealthcare.com.au>.

A copy of this policy is accessible via the following platforms used by Sigma group customers:

- Sigma Connect – Sigma’s online ordering platform
- Sigma Central – Sigma’s Amcal Members central communications hub
- Sigma Priceless Book

This policy does not apply to CHS Customers, a separate policy is published by CHS for its customers. This policy also does not apply to consumers purchasing goods via Amcal Online. A separate policy for Amcal Online is published on the Amcal Online website.

2. Guiding rule

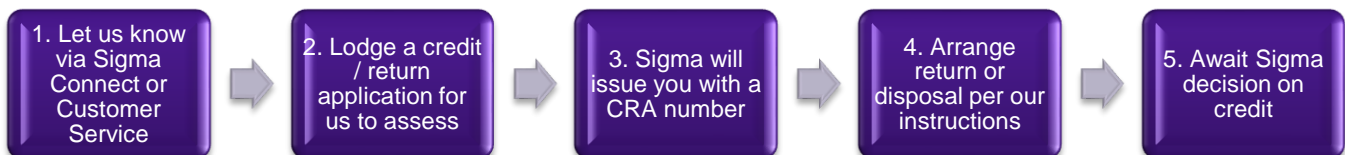
Sigma seeks to be fair and clear about its approach to credits, returns and exchanges for Customers.

Sigma prides itself on the quality of the products it ships to customers and is 100% committed to meeting Customer expectations of getting the correct products, in the right amount by the agreed time.

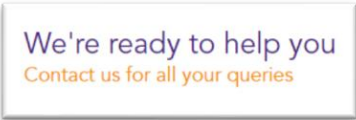

Products that we ship to our customers should reflect your order, arrive in good saleable condition and be safe for consumption and use. Goods that are damaged, delayed, short-or excess supplied or wrong because of our error, or recalled are all returnable to Sigma under this policy. Section 7 of this policy sets out a checklist for which products / events are returnable / eligible for credit and which are not.

3. Process for claiming

Sigma has a process for claiming a credit and returning stock which is easy for Customers:



4. How to let us know:

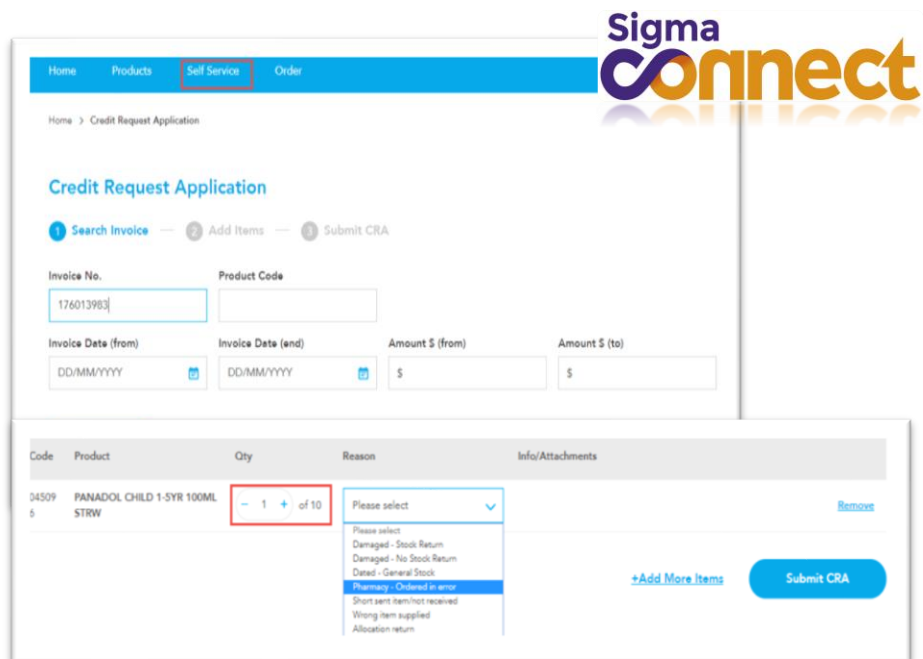
<p>Customer Service Team Member</p> 	<p>The best way is to phone our Customer Service Team on 1300 132 293.</p> <p>Sigma Customer Service will either issue you a CRA document by email or fax or ask you to provide further information.</p>
	<p>You can also start the return process via Sigma Connect (except for allocation / turnover returns). The process via Sigma Connect is mostly automated and gives you the ability to easily track progress of your request.</p>



5. Information to have ready:

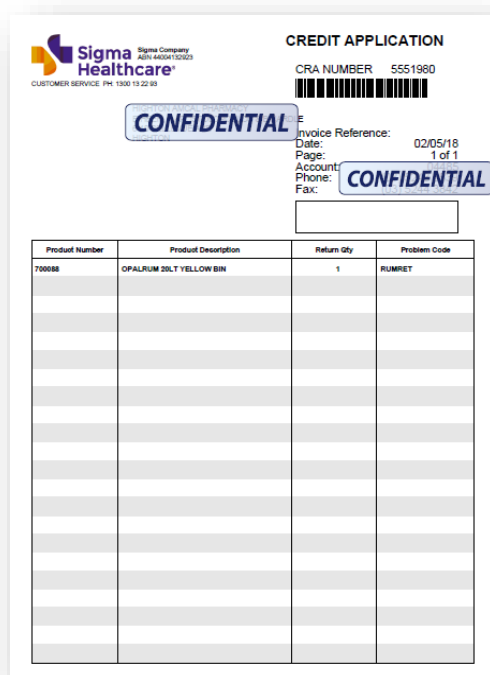
When you contact us make sure you have the following information ready so your request can be processed quickly.

✓	Invoice number
✓	Product code
✓	Quantity being claimed
✓	Valid reason for claim



6. What will Sigma do with my request?

Credit Return document



If you have contacted us via our Customer Service Team, then our Customer Service Team Member will email or fax you the CRA document, which will confirm your invoice reference, date, account number, CRA Number, pharmacy premises, product description, number and quantity and the Problem Code. See example of CRA document to the left.

If you are using Sigma Connect the CRA document (bearing a unique CRA number) will be generated automatically and emailed to you referencing your affected invoice.

It gives you easy tracking of your application against your invoice, direct access to our Customer Service Team and helps us process applications quickly for you. Sigma Connect is being rolled-out to all our customers during 2018.

Authority to return




The issue of a CRA document allows you to return the goods but does not guarantee that Sigma will accept the goods you are returning or give you a credit. Sigma will assess the goods on return and then contact you with its decision to accept the goods and give you a refund.

Returns must be managed in accordance with Sigma's instructions for returns. Different categories of goods have different return requirements. See section 10 for details on return processes.

7. Which goods can be credited / returned?

This table sets out which goods / events are eligible for credit / return and how quickly you should make your claim to us. Please note that special considerations apply to goods classified as Refrigerated Goods, Dangerous Drugs (s8) and Specialised Medicines (s100), these are set out at the bottom of the table

Number	Reason	Description	Time for claiming (i.e. getting a CRA number)
✓ 1	Wrong Product Sent	Where Sigma has delivered goods different from the goods included on the customer order for that shipment. Customer may elect to return or retain the goods.	Within 2 business days of invoice date
✓ 2	Damaged goods received	Where the goods are received by the Customer but there is evidence of being damaged in transit. This may be subject to assessment by Sigma – via photos or inspection on return. The Customer may elect to return or retain goods.	Within 2 business days of invoice date.
✓ 3	Short dated	Where the goods received from Sigma have an inadequate shelf life. This may be subject to assessment by Sigma.	Within 2 business days of invoice date.
✓ 4	Short supply (item and/or tote)	Where your invoice is for goods which were not delivered in the shipment (either item or tote missing altogether or lesser quantity than ordered). This may be subject to assessment by Sigma against signed delivery manifest (Customers should ensure that the manifest signature records the delivery discrepancy).	Within 2 business days of invoice date.
✓ 5	Excess supply	Where you receive more goods than included on your invoice for your shipment (either more than ordered or goods not ordered at all). This may be subject to assessment by Sigma.	Within 2 business days of invoice date.
✓ 6	Product recall / withdrawal	Where the goods are the subject of a formal recall – for example supplier or Sigma may have issued a recall of goods or a batch of goods or a recall may have been communicated via Product Safety Australia or co-ordinated via Therapeutic Goods Australia.	Co-ordinated immediately following recall notification
✓ 7	Pharmacy ordered in error	Where an order has been placed incorrectly by the pharmacy or where the order has been unintentionally duplicated by the pharmacy and Sigma is your primary wholesaler.	Within 2 business days of invoice date

Number	Reason	Description	Time for claiming (i.e. getting a CRA number)
 8	Supplier rep error or Supplier accepted return (Turnover Order)	<p>Where:</p> <ul style="list-style-type: none"> an order placed by a supplier representative has been for an incorrect quantity, or duplicated quantity; or the supplier / manufacturer for the product accepts a return for dated, expired stock post-delivery or other matters covered by the supplier's manufacturer warranty. This includes Sigma's Private Label Goods which are covered by Sigma's Quality Guarantee Statement. <p>For both instances, Sigma must have received prior written confirmation from the Supplier giving its approval for the credit / return. Where the goods are Sigma's Private Label Goods then our Customer Service Team will co-ordinate the approval for you with our Private Label Team per Sigma's Quality Guarantee Statement (as in that case Sigma is the supplier).</p>	Within 5 business days from invoice date
Special rules for Refrigerated Goods, Dangerous Drugs (s8) and Highly Specialised Medicines (s100)			
 A	Refrigerated Goods (Cold Chain Products)	<p>Refrigerated Goods are not returnable to Sigma. However, where Refrigerated Goods have been received by the Customer but there is evidence of being damaged in transit or incorrect quantity or type of product is supplied, the Customer can apply for a credit on damaged goods or elect to retain undamaged goods at a discount. Sigma may request you to return the refrigerated good so Sigma can assess the damage and eligibility for credit. Customers are responsible for:</p> <ul style="list-style-type: none"> verifying the accuracy of their cold chain delivery upon receipt; and for ensuring damaged goods are actioned / disposed of in accordance with all relevant laws and Health Department Guidelines (e.g. using The RUM Project if applicable). 	Within 2 hours of receipt of refrigerated goods into pharmacy
 B	Damaged / incorrect goods received (Section 8 / section 100 medicines)	<p>Claims for credit / return on Section 8 medicines are only allowable where Sigma is your primary wholesaler unless the damage or error in product amount, type, short dating is due to Sigma. Goods returned may be subject to a re-stocking fee.</p>	Within 2 hours of receipt of goods into your pharmacy

8. Which goods cannot be returned / credited?

This table sets out goods which cannot be returned / credited and events which cannot be claimed as a credit / return event?

Goods which cannot be returned / credited	
X	Goods specifically purchased for the customer especially when not normally ranged by Sigma including: <ul style="list-style-type: none"> • buy-ins • direct to store buy • charge in • back-order
X	Goods returned without a CRA number / document
X	Goods not purchased from Sigma (unless it is an authorised batch recall which Sigma is participating in)
X	Goods that are not re-saleable this includes, but is not limited to: <ul style="list-style-type: none"> • Goods with evidence of retail stickers, labels or other markers; • Goods returned as part quantities less than the required minimum quantity for resale
X	Claims for missing packages where there is a signature confirming receipt for a full delivery of all packages as listed on the delivery manifest. Signature may be shown via sign on glass or via a signature on the delivery manifest.
X	Backorders placed by the pharmacy
X	Expired Goods which are outside of original supplier's policy relating to returns
X	Refrigerated Goods ordered in error by the Customer
X	Claims which are notified to Sigma too late having regard to the time-frames for notifying Sigma in section 7.
X	Goods damaged following Customer's receipt, Section 8 medicines or goods ordered through pharmacy error where Sigma is not your primary wholesaler
X	Specialised medicines ordered specifically for patient's requirements such as NDSS products
X	Discontinued lines by Sigma or the manufacturer
X	Manufacturing faults – all claims for a credit or refund for goods must be made direct to the manufacturer in accordance with manufacturer issued warranty unless Sigma has prior written authorisation from Supplier to accept return and administer credit / refund on behalf of supplier.
X	Promotional, catalogue or banner Goods unless Sigma has authorised return / credit in writing as an exception
X	Turnover orders which have not been authorised by the supplier directly

9. Do any fees apply for credits / returns?

Sigma reserves the right to apply a fee for a credit / return, of up to 20% of the total claimed. This covers Sigma's costs of administration, handling and processing of the credit / return where:

- the customer has not followed the process or met the conditions set out in this policy but Sigma has, at its discretion, accepted the customer's claim;
- when the event is pharmacy error but has been used excessively by the customer
- where specific transport is required for the return or additional labour hours required to process, for example in the case of s100 or s8 medicine returns

If Sigma does charge a fee for processing the credit / return we will notify the customer and the amount will be taken off the credit balance otherwise payable to the Customer.

10. How should goods be returned to Sigma?

Use the Red Bag

All goods which are authorised to be returned and are in a returnable state must be packed, stored and handled per the requirements set out in this policy and specific instructions issued by Sigma to the customer. Instructions will vary depending on the nature of the event and the goods to be returned.

Customer should use the "Red Bag" issued by Sigma to return goods unless the goods are of a size and quantity that will not safely fit in the Red Bag. If the goods to be returned don't fit in the Red Bag use a tote and attach the credit application documentation to the outside of the tote. Generally, goods must be returned in rigid packing and void filled as appropriate to ensure that goods (other than damaged goods) arrive in a re-saleable condition. It is recommended, that where possible re-use the box that the goods arrived in (if not damaged) and try to ensure the same labels for the goods are also reused – for example if goods are cytotoxic – reuse the cytotoxic label if possible so that the receiving Sigma DC is aware of the contents. Similarly, if the goods are classified dangerous goods, reuse the same labels and complete the manifest so that the driver and receiving Sigma DC is aware of the contents. Labels can be provided by Sigma Customer Service Team if required. Do not use padded bags or plastic bags as the goods may be crushed or damaged in transit.

Include a copy of you CRA documents

Include a copy of your CRA document (which will have been emailed to you via Sigma Connect or by our Customer Service Team) and barcode visible in the clear window on the outside of the Red Bag. You should only include one CRA document per invoice per Red Bag.

Sigma will collect returnable goods

Sigma will collect the goods authorised to be returned within 2-3 business days of issue of the CRA document. Sigma Customer Service Team will arrange for collection of all Section 8 goods via Sigma's own carriers. You should ensure that an authorised member of your pharmacy team signs the Driver Pick-Up manifest as a record of collection by Sigma.

Destruction of damaged goods

If the goods are in broken or leaking bottles or have broken or leaking caps etc. Sigma will advise you on process for disposal / destruction which may vary depending on the type of medicine / good. Once damage has been confirmed, the goods need to be disposed of in a safe manner, in line with supplier instructions and in compliance with relevant Department of Health requirements and applicable laws.

Keep in contact with us

Customers should be prepared to proactively contact Sigma's Customer Service Team to ensure prompt follow-up arrangements are made for return / collection of the goods.

11. Invoice adjustments for approved credit

On receipt of the returned goods (if the goods are accepted by Sigma) and your credit application, Sigma will investigate and decide whether to issue any credit to you. Any credit amounts decided will be shown as an adjustment on your next statement.

You can track progress of your credit application via Sigma Connect or by contacting Sigma Customer Service Team but have your CRA document ready. Please remember the issuing of a CRA document does not necessarily indicate that a credit has been approved.

12. Pricing errors

The Customer is responsible for checking all packing lists, delivery manifests and invoices in full to ensure goods have been received in full and the correct price charged.

If there appears to be a pricing discrepancy on an invoice unrelated to an event which would otherwise entitle a customer to a credit / return Customers should notify Sigma Customer Service Team as soon as possible and no later than 5 Business Days after the invoice date. Customers must still pay the amount for the goods which is not in dispute.

Sigma Customer Service Team will investigate and verify the pricing discrepancy. If a pricing error is agreed with Sigma, then a credit and recharge will be actioned to correct the amount approved as in error, this will appear on your next statement to correct the amount approved as in error (up or down). Claims for incorrect pricing will be against the pricing current as at the date of invoice not the date the claim was raised.

Internal document control and related documents

Name of document & unique Identifier	Credit and Returns Policy	SG-LSC-OP-2C1
Document Author	Renew Legal Counsel	
Document Approver	David Bennet	GM Wholesale Operations
Document Reviewers	Sandra Jones (Customer Service)	Senior Counsel (Legal Services)
Review Period	Annual review for first 2 years following publication then two-yearly after that	
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	Publish date	August 2018
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		Minor formatting changes for publication on Sigma website