

NVS Product Returns Policy

Product Type	Notification Time Scales	How to Notify/Return
Controlled Drugs Schedule 2	Unreturnable	Unreturnable
Controlled Drugs Schedule 3,4,5	24 hours from receipt	Contact Customer Services for an RMA
Any refrigerated product (stored between 2-8 degrees)	24 hours from receipt	Please contact Customer Services for an RMA OR complete and date a BLUE returns form
Any pharmaceutical product (veterinary or human)	72 hours from receipt	Complete and date a RED returns form OR contact Customer Services for an RMA
All other products	28 days from receipt	Complete and date a RED returns form

MSD Products	Follow MSD's Policy (point of delivery only)	Please review the MSD Hub for their policy details.
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Have a question? Call NVS Customer Services Team on:
01782 771111