

TERMS AND CONDITIONS

Acceptance of Orders

All orders are subject to acceptance by SteriMax Inc. at its head office.

Payment Terms

Unless indicated otherwise, net 30 days.

Remittance Address

For orders placed directly with SteriMax:
SteriMax Inc.
2770 Portland Drive
Oakville, Ontario
L6H 6R4

Prices and Quotations

Prices are subject to change without notice.

Note: All prices are exclusive of GST, HST and PST.

ORDERING INFORMATION

Minimum Order Policy

All orders less than \$400.00 placed directly with SteriMax are subject to a \$25.00 handling fee.

Ordering Information

Orders are processed and shipped Monday through Friday*. We do not process orders on Saturdays, Sundays or Holidays. Orders may be placed through a wholesaler or directly with SteriMax Customer Service via one of the methods below only.

SteriMax Customer Service can be contacted:

By **phone** at 1-800-881-3550

By **fax** at 1-877-546-7667

By **email** at customerservice@sterimaxinc.com

Regular SteriMax Customer Service Hours are:

Monday to Friday, 8:30 a.m. – 4:30 p.m. EST

Orders must be placed before 2:30 p.m. EST Monday to Friday in order to be eligible for next business day delivery. **Rush orders are subject to a \$75.00 handling charge, and special delivery instructions may also incur additional shipping charges.**

| REGULAR SCHEDULE - ORDER PROCESSING | | |
|--------------------------------------|----------------------|---------------------|
| Date Placed | Time Placed | |
| | Before 2:30 p.m. EST | After 2:30 p.m. EST |
| Monday, Tuesday, Wednesday, Thursday | Same Day | Next Day |
| Friday | Same Day | Monday |
| Saturday & Sundays | Monday | Monday |

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Summer SteriMax Customer Service Hours are:

Summer Hours of Operation will begin the first Friday after the Victoria Day holiday and end the Friday before the Labour Day holiday.

Monday to Thursday, 8:30 a.m. – 4:30 p.m. EST

Friday, 8:30 a.m. – 12:30 p.m. EST

Orders must be placed before 2:30 p.m. EST Monday to Thursday and before 10:00 a.m. EST Friday in order to be eligible for next business day delivery. **Rush orders are subject to a \$75.00 handling charge, and special delivery instructions may also incur additional shipping charges.**

| SUMMER SCHEDULE - ORDER PROCESSING | | | | |
|-----------------------------------------|--------------------------|-------------------------|-------------------------|------------------------|
| Date Placed | Time Placed | | | |
| | Before 10:00 a.m. EST | After 10:00 a.m. EST | Before 2:30 p.m. EST | After 2:30 p.m. EST |
| Monday, Tuesday, Wednesday, Thursday | | | Same Day | Next Day |
| Friday | Same Day | Monday | | |
| Saturday & Sundays | Monday | Monday | Monday | Monday |

*Some shipping exceptions apply. Please refer to *Transportation and Handling* section for more details.

Controlled Drug Ordering

Controlled drugs should be ordered through your preferred wholesaler only.

Dangerous Goods Ordering

Cytotoxic and flammable goods must be on a separate Purchase Order than all other products.

Back Orders

All back orders will be cancelled 60 days from date of order if product remains unavailable for shipping at that time.

TRANSPORTATION AND HANDLING

All orders are shipped FOB destination, freight prepaid.

Shipping Method

Controlled Drug Orders are shipped on Tuesdays and Thursdays only.

Dangerous Goods Orders are shipped via Standard Delivery only. They cannot be shipped via Rush, Next or Same Day Delivery.

Refrigerated product(s) are shipped Monday through Thursday, and cannot be shipped during extreme weather conditions.

Non-Controlled Drug and **Non-refrigerated product(s)** Orders are shipped Monday through Friday.

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We do not ship orders on Saturdays, Sundays or Holidays therefore Shipping times are based on business days.

Standard Delivery

SteriMax offers free standard shipping on orders of \$400 or more that are placed before the order cut-off time. Standard Delivery times[†] are as follows:

| <u>Region</u> | <u>Delivery Timelines</u> |
|-----------------|---------------------------|
| ON and QC | Next Business Day |
| AB and BC | 3 – 5 Business Days |
| MB and SK | 2 – 3 Business Days |
| Atlantic Canada | 3 – 7 Business Days |

Delivery timelines will vary depending on your location.

Rush / Next Day Delivery

Rush and next day delivery options are available. Please contact SteriMax Customer Service for an estimate. Additional shipping charges may apply.

Local Pick Up / Same Day Delivery

Local pick-up and same day deliveries are available in the Greater Toronto Area (GTA) for orders placed before 12 p.m. EST (not including Fridays during summer hours). Additional shipping charges may apply.

[†] Standard delivery times may vary depending on the shipping destination. Please note that for any reason due to circumstances beyond our control shipping may be delayed (inclement weather, lost or stolen packages etc.). Shipping timelines are based on most urban delivery destinations. Northern Territories are subject to different shipping costs and times from other provinces due to logistic limitations.

RETURNED GOODS POLICY

Credit and Returned Goods Policy

No credit exists until a credit note is issued by SteriMax Inc. and no deduction, offset, or adjustment to any invoice may be made by the customer except on the basis of a credit note.

1. Expired Product Returns

All indirect customers must send eligible product for return to their original point of purchase.

Expired product returns are to be sent to Inmar and will not be accepted at SteriMax. Any products sent to Inmar that have not expired will not be credited. All expired shipments returned must be accompanied by a unique identifier (debit number, reference/claim number, etc.) along with an Inmar reference number (www.returns.org). Expired product must be returned within twelve (12) months after expiration date in full, undamaged, unopened original SteriMax packaging with the same lot number.

A credit note or replacement order will be issued for eligible expired product.

Non-Acceptable Returns:

- Broken, marked or damaged due to negligence or improper storage.
- Partial products (product must be returned in full, original, unopened SteriMax packaging).

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- Product involved in an insurance claim (including, but not limited to fire, water, or smoke)
- Product which has been purchased from a bankruptcy sale or going out of business sale.
- Product which has been repackaged, or reconstituted.
- SteriMax will not accept returns for the following products:
 - Fomepizole for Injection
 - Acetazolamide for Injection USP

Hospital Contract Returns:

- Products purchased on hospital contract will be credited at the contract price.

Narcotic and Controlled Drug Returns:

Narcotic and controlled drugs must have written approval by an Inmar QPIC before returning the goods; request authorizations must be submitted on www.returns.org (registration is required). Chain of Signature is required for all narcotic and controlled drug return shipments.

In the case that Inmar has identified that the expired product is ineligible for credit, the customer will have 30 days to dispute the decision from the date that they are notified.

Expired Return Address

Inmar
50 Dynamic Drive, Unit #2
Scarborough (Toronto), Ontario
M1V 2W2
www.returns.org

2. Non-Expired Product Returns

Before any product is returned to SteriMax a Returned Goods Authorization (RGA) number must be obtained from the Customer Service department.

To obtain a Returned Goods Authorization (RGA) number, please contact SteriMax Customer Service via one of the methods below:

- By **phone** at 1-800-881-3550
- By **fax** at 1-877-546-7667
- By **email** at customerservice@sterimaxinc.com

All Returned Product(s) must be returned in full, original SteriMax packaging (including the product insert).

We reserve the right to inspect all returns before issuing a credit. We have the right to destroy product which is returned outside the policy or which is considered unfit or unsafe for use.

GOODS RETURNED WITHOUT STERIMAX AUTHORIZATION WILL NOT BE CREDITED.

Credit allowance for authorized returns submitted will be issued under the following circumstances:

Acceptable Returns

Product may be eligible for credit under the following conditions:

- Customer ordering errors: immediately contact the SteriMax customer service department to report any customer ordering errors. *Period/temperature and storage documentation must be included with the return.*
- Shipping errors: report shipping errors to SteriMax Customer Service within 5 business days of receipt.

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- Damaged Products (due to shipping): please take photos and contact SteriMax Customer Service within 5 business days of receipt. Any visible damage should be noted on the delivery document upon receipt of the order. *Do not refuse the shipment, as this will void SteriMax's right to claim reimbursement for damages. Refused shipments due to damage will not be credited.*
- Damaged Products: Product must be returned in full, original SteriMax packaging inclusive of the damaged portion of the product. Partial packages will not be accepted. *Broken vials must be returned in a sealed plastic bag.*
- Expired Goods: See expired product returns section above. All expired goods returns should go to Inmar.

Non-Acceptable Returns:

- Broken, marked or damaged due to negligence or improper storage.
- Partial products (product must be returned in full, original SteriMax packaging).
- Product involved in an insurance claim (including, but not limited to fire, water, or smoke)
- Product which has been purchased from a bankruptcy sale or going out of business sale.
- Product which has been repackaged, over-labelled or reconstituted.
- SteriMax will not accept returns for the following products:
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Hospital Contract Returns:

- Products purchased on hospital contract will be credited at the contract price.

Narcotic and Controlled Drug Returns:

Narcotic and controlled drugs must have written approval by a SteriMax QPIC before returning the goods; please contact Customer Service at 1-800-881-3550 or customerservice@sterimaxinc.com for more information. Chain of Signature is required for all narcotic and controlled drug return shipments.

Non-Expired Return Contact & Address

SteriMax Inc.
2770 Portland Drive
Oakville, Ontario
L6H 6R4