

POLICIES & PROCEDURES

STANDARD SHIPPING

Orders that are placed before 12 noon PST will be shipped that day. In order to provide quality service we have warehouses in Ontario and British Columbia. Orders are shipped by major courier. All box addresses are shipped expedited Canada Post. All shipments over \$250 (before tax) will be shipped ground at no charge. Shipments under \$250 will be subject to a minimum \$15 charge. Shipments over \$250 requiring overnight air freight will be charged a minimum of \$25 depending on weight and volume.

DROP-SHIP ORDERS

Drop-ship orders will be sent expedited post and subject to a \$15 shipping charge. Invoices are not included with these orders and will be emailed directly to the doctor's office.

ORDERING

Orders can be placed by:

- Phone: (877) 268-5057, (604) 261-5057
- Fax: (604) 730-7186
- Email: order@promedics.ca
- Online: www.promedics.ca
(Healthcare professionals must get access to the professional side of the website)

RETURNS

All returns must be approved by head office. A return form must be filled out before approval is given. Non-patient returns are subject to the following conditions for a refund:

- 20% restocking charge
- Product must be purchased within 30 days of return
- Product must be in suitable condition for resale, ie, unopened, no marks, stickers or glue on the bottle/label
- Shipping cost is the responsibility of the shipper
- No guaranteed sales

All patient returns will receive a full refund. Credits will be applied to the credit card on file, or credited against your next order.

OUT OF STOCK

If an item is out of stock you will receive the remainder of the order. Back-ordered items with a quantity of 6 or more will be monitored and you will receive a notification by phone or email when the product is back in stock.

INTERNET SALES

Some of the brands ProMedics Nutraceutical Ltd (ProMedics) represents are formulated specifically for healthcare professionals, and are not available online or through conventional resellers. ProMedics respects and shares the beliefs of our professional-only brand suppliers that the guidance of a qualified healthcare professional is important for the best

ProMedics Nutraceutical Ltd.

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patient outcomes. In view of this we fully support the resale policies and restrictions of all of our suppliers. For more information please contact customer service.

For the balance of our healthcare professional-only brands, we have established the following formal policy regarding Internet resellers:

Healthcare professional-only brand products are for sale to healthcare professionals* and their patients only.

*For purposes of this policy “healthcare professionals” are individuals that hold a professional qualification in the healthcare or health sciences field, which sufficiently qualifies the individual to advise others on concerns of nutrition and personal health.

- All resellers of healthcare professional-only brands must have a licensed healthcare practitioner on staff and provide their credentials for review and approval by ProMedics.
- Minimum Advertising Policy (M.A.P.) is in effect for all our brands.
- Resellers can only sell on their own websites **Third party sites such as Amazon are prohibited.**

PHARMACY SALES

We recognize that many licensed healthcare practitioners do not have their own dispensaries and would like access to certain professional-only brands we carry for their patients. To accommodate this demand we allow natural pharmacies to dispense these brands under strict conditions. For pharmacies to gain access to these professional-only brands, an agreement with specific restrictions is required. Please contact customer service for full details.

EXCEPTIONS

This policy does not apply to customers who sell healthcare professional-only products via a web page that is protected by customer account logins and a password not available to the general public. For example, patients being treated by a healthcare professional may be given a patient access code to be entered upon checkout to replicate the discount provided to patients in the healthcare professional’s office. This code must not be provided to general consumers via broadcast email or through advertising and must not be made available to anyone other than the healthcare professional’s or clinic’s patients.

VIOLATIONS

ProMedics will aggressively enforce its own Internet resale policy and those of its brands. If ProMedics determines, to its sole satisfaction, that a customer has taken any action that does not preserve the integrity of the healthcare professional standard, ProMedics may terminate the customer’s account without notice.

MISCELLANEOUS

ProMedics may, at its sole discretion, revise or eliminate this policy at any time. Any failure by ProMedics in enforcing any provisions of this policy shall in no way be considered a waiver of such provisions or rights and shall in no way prevent ProMedics from enforcing the same at a later date.

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