

PROCEDURES & POLICIES

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 Mississauga and Vancouver. All professional orders are shipped by major courier. All box addresses are shipped Canada Post. All shipments over \$250 (before tax) will be shipped at no charge. Shipments under \$250 will be subject to a minimum \$12.00 charge depending on weight and volume. Shipments over \$250 requiring overnight shipping will be charged a minimum of \$25 depending on location, weight and volume. Please contact us if you need overnight shipping for your order.

DROP-SHIP ORDERS

Drop-ship orders to patients will be sent Canada Post. Invoices are not included with these orders and will be emailed directly to the doctor's office. Drop-ship orders can be done through your "My Promedics Account" or by contacting our office directly.

TERMS

Orders can be placed by phone, fax, email, or online (through your "My Promedics Account") with payment by Visa or MasterCard. All prices are subject to change without notice.

RETURNS

All returns must be approved by head office. A return form must be filled out before approval is given. Return forms are available on-line. If your products have arrived damaged, please contact us immediately.

All non-patient returns are subject to the following conditions for a refund:

- 20% restocking charge
- product must be purchased within 60 days of return
- product must be resalable – 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 your account and put against your next order.

OUT OF STOCK

If an item is out of stock we will contact you as soon as possible to find a solution. Back-ordered items with a quantity of 5 or more will be monitored and you will receive a notification by phone or email when the product is back in stock for your order.

INTERNET SALES

Some of the brands ProMedics Nutraceutical Ltd (ProMedics) represents are formulated specifically for healthcare professionals and are not available through online or 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 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
- Customer agrees not to advertise through any online medium of mass communication such as online discount retailers or auction sites including Amazon or eBay
- Any reseller reference or inference of any kind to discounts, price reductions, special call-in pricing, coupons, price-matching policies or any other special promotion or offer on healthcare professional-only products will be deemed to be a violation of this policy and grounds for immediate suspension of affiliated reseller’s account(s)
- Professional-only products may not be offered as part of an affiliate program

PHARMACY SALES

We recognize that many licensed health 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 and agreement with specific restrictions is required. Please contact customer service for all the 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 professionals’ 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 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.

