

Vivanta Generics Return Policy – Germany

Effective from: 0X October 2025

Scope: This return policy applies to the products delivered directly by Vivanta or through authorised wholesalers and third-party logistics partners (3PL).

1. General Conditions

1.1 All returns are subject to the conditions, deadlines and documentation requirements set out in this policy.

1.2 Products must be returned in accordance with applicable Good Distribution Practice (GDP) principles and all relevant legal requirements.

1.3 Return cycle – pharmacies:

1.3.1 Returns from pharmacies will only be accepted by Vivanta if the sale was made directly to the pharmacy.

1.3.2 In the case of indirect sales via a wholesaler, Vivanta will only accept returns in the event of proven quality defects.

1.3.3 Vivanta accepts no responsibility for returns from pharmacies for products purchased through wholesalers, except in the case of quality defects.

1.4 Direct sales to wholesalers or pharmacies are subject to the conditions marked with (*) in section 2.

1.5 Indirect sales via wholesalers to pharmacies are only accepted for products with confirmed quality defects, excluding packaging defects.

2. Reasons for returns, credit notes and conditions

Reason for return	Credit note (HAP)	Conditions / Deadlines	Notes / Legal requirements
Damaged products	100%	Notification within 14 days of delivery date*.	Requires photographic evidence, delivery note and date of damage discovery. Damaged goods may not be resold.
Quality defect / Complaint	100	Report within 14 days, directly to the PV-Department of the MAH: vivanta@haney-pharma.de *,**.	Include photos, QR codes, batch number, date of discovery and supporting documentation .
Initial stocking	100%	Return within 6 months of delivery.	No reorders during this period. Return to HAP. Goods must be unopened and resalable.
Incorrect/missing delivery	100	Notification within 14 days of delivery*.	Deviation report and delivery reference required.

Market withdrawal	100	Return up to 1 year after the market withdrawal date.	Follow recall procedure and GDP-compliant documentation.
Out of distribution (AV status)	100%	Returns up to 1 year, but no earlier than 3 months after AV-Declaration .	—
Short expiry date	100%	Applies to products with less than 6 months remaining from the delivery date.	Return period: 4 months before expiry to 1 month after expiry. Products may not be used after expiry.
Order errors	By agreement	Preferred solution to be determined by mutual agreement.	The responsible party (wholesaler, pharmacy or 3PL partner) bears the responsibility. Products must remain undamaged and resalable.
Loss of stock value	Decision on a case-by-case basis	Submit invoice for the product in question.	Adjustment values for the submission must be above 10€, the preferred solution will be discussed. Return period: maximum 1 month after price reduction in the Lauer-Taxe .

* For direct sales to wholesalers or pharmacies, all of the above returns will be accepted by Vivanta or the 3PL partner.

** For indirect sales via wholesalers to pharmacies, only returns related to confirmed quality defects (excluding packaging defects) will be accepted. All credits will be issued at HAP.

3. Documentation requirements

3.1 All returns must be submitted with the original delivery note and supporting evidence, including photographs (if applicable), as well as the return form*.

3.2 In the event of quality complaints, batch numbers, supporting documents and as much relevant information as possible must be included.

3.3 Products that are returned for regulatory reasons (e.g. market withdrawal) must be accompanied by the relevant recall documentation.

* All returns require the submission of a return form. Please contact us to obtain the form: vivantagenerics.de@vivantagenerics.com

4. Credit and refund procedure

4.1 Credit notes will be issued after the returned products have been inspected and compliance with this policy has been confirmed.

4.2 Returns that do not comply with this policy may be rejected or subject to processing fees.

Email: vivantagenerics.de@vivantagenerics.com

Vivanta Generics Germany Branch,
Hamburger Allee 26-28,
60486, Frankfurt am Main

4.3 All returned goods must be in resalable condition, unless they are damaged or expired.

5. Special notes

5.1 Returns related to inventory value losses will be reviewed and evaluated on a case-by-case basis.

5.2 Deadlines for special cases must be agreed with the responsible Vivanta representative.

5.3 Vivanta reserves the right to change this return policy at any time. Changes will be communicated in writing.
