



National Veterinary Services

NVS Cold Chain Returns Policy

important notice, please read

Following a review of our returns policy, we have introduced a separate returns procedure for all cold chain items.

Since July 2007 all NVS delivery vehicles have been fitted with refrigerated units. Using this technology ensures NVS is fully compliant with the VMD regulations for the delivery of cold chain products.

Is it critical that any cold chain items returned to NVS are easily identified via a separate returns form (if you are unaware of this form please order one with your next delivery – code 281578).

It is important to point out that any cold chain items are returned to NVS within 72 hours of receipt accompanied by a completed fridge returns form (this must be signed by a veterinary surgeon). Any items returned outside the 72 hour deadline or without a veterinary surgeon's signature will not be credited and returned to the practice.

We would be very grateful if you could ensure that all members of your practice staff are aware of this new policy and implement with immediate effect.

Should you have any queries, please do not hesitate to contact us for further information.

