



Product Return Policy Return Policy for Medicinal Products

According to **Article 3, paragraph (3), letter b) of Government Emergency Ordinance no. 34/2014** on consumer rights in contracts concluded with professionals, as well as for the amendment and supplementation of certain legislative acts, **the supply of medicinal products is excluded from the return policy.**

Medicinal products are classified into the following categories:

- OTC (Over-The-Counter): Medicines available without a medical prescription.
- RX: Medicines dispensed only on the basis of a medical prescription.

In the case of medicinal products, the reintroduction into the commercial circuit of products that have left the distribution chain is strictly prohibited. Likewise, the reintroduction into the commercial circuit of medicines returned by patients is prohibited, regardless of whether the products are sealed or not.

The legal basis for this provision is that:

- RX medicines require full traceability, from the manufacturer to the patient;
- The pharmacy cannot verify whether the returned product has been stored under the optimal conditions specified by the manufacturer;
- Reintroducing returned medicines into the commercial circuit may endanger patient safety.

Recommendations of the National Agency for Medicines and Medical Devices of Romania (NAMMDR):

The NAMMDR emphasizes that no pharmacy may accept returns of prescription medicines, except in cases of quality defects or dispensing errors, in accordance with Good Pharmacy Practice regulations. In such cases, the responsibility lies with the pharmacist, and the product must be disposed of, not reintroduced into the commercial circuit.

Furthermore, with regard to expired or unused medicines, Law no. 95/2006 on healthcare reform provides the following provisions:

Article 244. EXPIRED AND/OR UNUSED MEDICINAL PRODUCTS MUST BE RETURNED TO PUBLIC OR PRIVATE HOSPITALS, WHICH ARE OBLIGED TO RECEIVE THEM FOR THE PURPOSE OF FINAL DISPOSAL.

For additional support or clarifications, the Crisia team is available to assist you at the following e-mail address: pacient@farmaciacrisia.ro

Patient Information Regarding the Return of Products Purchased from Crisia Pharmacies

I. Perla Warehouse SRL provides its customers with the product return service, in accordance with its internal policy and the applicable legislation.

In order for a product to be eligible for return, the following conditions must be met:

- Products that show physical alterations, impacts, chips, scratches, shocks, or other signs of wear, as well as partially consumed products, will not be accepted for return.
- Products must not show any signs of use.
- Products must be returned in the original packaging in which they were purchased, together with all accessories and intact labels (without signs of use, damage, or impact), as well as all accompanying documents (user manual, warranty).

- Products must not show defects, damage, or signs of impact.
- Products must be returned within 14 days from the date of purchase.
- Products must still be within their validity/expiry date.

A product cannot be returned in the following situations:

- If it shows visible signs of use.
- If the packaging label is damaged or missing.
- If it is not in the original packaging in which it was purchased.

For a return to be processed, the return form must be fully completed and submitted together with the supporting documents and the product(s) to be returned.

If the returned product was part of a promotional campaign that included a free gift, the gifted product must also be returned together with the purchased product. Cosmetic products, para-pharmaceutical products, medical devices and equipment for individual use and their consumables, dietary supplements, childcare products, personal hygiene items, as well as equipment, materials or products intended for the protection or improvement of health purchased from the pharmacy (the above list being non-exhaustive), may be returned within 14 days from the date of purchase, provided that they are sealed, their packaging shows no damage, and the patient presents the fiscal receipt or the POS receipt in case the payment was made by bank card.

In the case of dietary supplements, returns are possible only if all the above-mentioned conditions are met and, in addition, if the product has been stored and transported exclusively in accordance with the temperature and humidity requirements specified by the manufacturer on the packaging.

These conditions are essential for maintaining the stability, safety, and effectiveness of the product. Failure to comply with the specified temperature parameters (e.g., storage at 2–8°C, in a cool place at 8–15°C, or at room temperature 15–25°C, protected from humidity and direct light, as applicable) may affect the integrity of the active ingredients and may completely compromise the quality of the product.

As a pharmaceutical unit, we have the legal obligation to comply with these storage conditions until the moment the product is handed over to the patient. Once the product leaves the pharmacy, we no longer have control over the conditions in which it is stored or transported.

Therefore, in the event of a return request, clear and conclusive proof must be provided that the product has been stored in accordance with the manufacturer's requirements, from the time of purchase until the moment of return. In the absence of such proof, the product is not eligible for return, regardless of the external appearance of the packaging.

We reserve the right to refuse the acceptance of products if they show damage/unsealing or alterations compared to their original condition.

II. Furthermore, the above-mentioned products purchased from Crisia pharmacies which show deviations from the prescribed or declared characteristics may be returned. In such cases, patients are entitled to request either the replacement of the product or a refund from the retailer, provided that the defect has occurred within 30 days from the date of purchase.

Any request for the return of products after this period can no longer be accepted.

III. For long-term use products that come with a warranty certificate (e.g., blood pressure monitors, electric toothbrushes, glucometers, etc.) and which present non-conformities or deviations from the prescribed characteristics, the patient has the right to request from the seller, first and foremost, the repair of the product. If the product cannot be repaired, the patient has the right to request its replacement, in each case free of charge. Only if the product cannot be repaired or replaced may the patient request a refund of the purchase price from the retailer.

Products may be returned on the basis of the fiscal receipt or the POS receipt proving their purchase from Crisia pharmacies, with the return being possible only at the pharmacy from which they were originally purchased.

In the event that a refund is required, it will be carried out by completing the necessary supporting documents, which the patient must fill in with all the required data, as these documents are subject to special regulations. The patient's refusal to provide the necessary information for the completion of the supporting documents will make the return of the products impossible.

To request the return of a product, if the applicable conditions are met, please follow the steps below:

1. **Download the return form** from the website www.farmaciacrisia.ro
2. **Send the completed form**, together with proof of purchase (fiscal receipt or POS receipt), to the e-mail address: **pacient@farmaciacrisia.ro**

After reviewing your request, you will receive a response from our team.