

# Registration of returns and complaints

## How do I register a return or complaint and what do I need to be aware of?



Please contact us using the contact details on the packing list (delivery note) by email at kundenservice@alloga.ch or contact the respective customer service department of the pharmaceutical manufacturer (contact details on packing list/delivery note).

**Complaint deadlines:** Room temperature products: 5 days from delivery  
**Refrigerated products:** On the day of delivery



The following basic information is required for further processing:

- Order or delivery number (exception: expired goods and batch recalls)
- Item number or pharma code including item name
- Batch name
- Number of pack(s) involved
- Photo documentation

## What must be included in the photo documentation for a damage report?

The damage must be clearly visible and the report must be made at the time of detection.



Visible transport damage to pallet consignments must be reported to the carrier/driver immediately upon unloading and noted on the confirmation of receipt (proof of delivery). Damage reported later will NOT be accepted as the liability claim against the carrier will expire.



Photos documenting the following points must be taken for each damage report:

- Defective products, with the batch identifiable if possible
- Container number
- Contents incl. any padding
- If the contents of the original cartons are defective, the carton and its label must be photographed.

## Returns management

All returns will be processed in accordance with the partner-specific rules on returns.



GDP-compliant returns:

- All returns must always be organised by Alloga with a view to possible reintegration.
- For collecting returns at room temperature, Customer Service will provide you with a collection label, which must be affixed so it is visible on the return item.
- For collecting returns of refrigerated products, Customer Service will provide you with further instructions and relevant documents.
- Confirmation of correct storage must be signed by the responsible person on the day of collection.

For non-GDP-compliant returns of small consignments, we can provide you with a business reply label upon request, which you can use to return the products postage paid.

