

**Department of General Services
Division of Purchases and Supply**
1111 E. Broad Street, P. O. Box 1199
Richmond, Virginia 23219-1199

NOTICE OF AWARD

1. DATE:May 23, 2011
2. COMMODITY NUMBER & NAME:.....27168 Formula, Metabolic, Infant
3. CONTRACT NUMBER:E194-1260
4. CONTRACT PERIOD:.....July 1, 2011 through June 30, 2014
5. EFFECTIVE DATE:.....July 1, 2011
6. SUPERCEDES:.....Contract Number E194-321-10
7. AUTHORIZED USERS: Commonwealth of Virginia State Agencies, local government public procurement units, Commissions, Authorities, Boards, Public Bodies and other Entities Authorized by the *Code of Virginia* are authorized to purchase products and services under the terms and conditions of this Contract.
8. CONTRACTORS' INFORMATION:**SHS North America**
Nutricia North America:
9900 Belward Campus Drive
Rockville, MD 20850
Customer Service
Phone: 800-365-7354
Email: orders@shsna.com
eVA Vendor ID: E372
DUNS #: 14-8669302
9. MINIMUM ORDER:\$100.00
10. DELIVERY:FOB Destination
11. FOR FURTHER CONTRACT INFORMATION CONTACT:Tina M. Rodriguez, CPPB, VCO
Telephone: (804) 786-1603
E-mail: tina.rodriguez@dgs.virginia.gov
(Preferred method of contact is through email)

This contract is the result of a competitive bid program issued through the Commonwealth of Virginia; therefore, is deemed **MANDATORY**.

By: /s/ **Tina M. Rodriguez**

Tina M. Rodriguez, CPPB, VCO
Statewide Contract Officer

NOTE: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

INSTRUCTIONS

NOTE TO ALL AUTHORIZED USERS OF THIS CONTRACT (as described in Number 7. above):

1. **ORDERS:**

- A. Unless otherwise instructed by the Division of Purchases and Supply, all departments, institutions and agencies of the Commonwealth of Virginia shall order contracted items through the Commonwealth of Virginia's electronic procurement system, also know as eVA. The orders will be governed by this agreement and the terms and conditions contained in the separate agreement for participation in eVA executed by the contractor.
- B. If this contract is authorized for use by localities, Virginia cities, counties, towns and political subdivisions, orders will be placed through eVA to the maximum extent possible.

If the commodity available under this contract cannot be used by an agency, a request to purchase other goods of a similar nature shall be submitted to the appropriate DGS/DPS contract/purchase officer for approval. A complete and factual written justification is necessary to support the request. Refer to Section 13.7a of the Agency Procurement and Surplus Property Manual.

*****All purchase orders issued to any Contractor within this Contract shall contain the designated Contract Number E194-1260.**

- 2. Inspection on delivery and approval of vendor's invoice is the responsibility of receiving state agency, Virginia City, county, town or political subdivision.
- 3. Any complaint as to quality, faulty or delinquent delivery, or violation of contract provisions by contractor shall be reported to the Division of Purchases and Supply for handling with the contractor. Form "Complaint to State Vendor" (DGS-41-024), by which to facilitate the notification of the contractor and this office of complaints, is available from the Division of Purchases and Supply [website www.eva.virginia.gov](http://www.eva.virginia.gov) (Click on BUYER tab, click on PROCUREMENT COMPLAINT FORM).

Master Agreement - E194 – 1260
NOTICE OF AWARD

Document Id: 1260

Title: **Formula, Metabolic, Infant**

Print Date: 5/20/2011

Procurement Folder: 694

Procurement Type: IFB

Effective Begin Date: 7/1/2011

Expiration Date: 6/30/2014

Minimum Order Amount: \$100.00

Contract Office Contact Information

Tina M. Rodriguez, CPPB, VCO

Phone: (804) 786-1603

Email: tina.rodriguez@dgs.virginia.gov

Fax: (804) 786-5413

Renewal Periods

Line Number	Renewal Period Length	Renewal Period Unit	Effective Date	Expiration Date	Notification Days (Prior to Expiration)
1	1	Years	7/1/2014	6/30/2015	90
2	1	Years	7/1/2015	6/30/2016	90

Authorized Departments

All Commonwealth of Virginia State Agencies, Commissions, Authorities, Boards, Public Bodies and other Entities Authorized by the *Code of Virginia*.

Vendor

Legal Name: SHS North America

Contact Name: Customer Service

Location Legal Name: SHS North America

Contact Email: orders@shsna.com

Contact Phone: 800-365-7354

MA Number: E194 - 1260

Commodity Lines

Please see the attached Pricing Schedule for a complete description of products available.

Terms And Conditions

GENERAL TERMS AND CONDITIONS

VENDORS MANUAL: This solicitation is subject to the provisions of the Commonwealth of Virginia Vendors Manual and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The procedure for filing contractual claims is in section 7.19 of the Vendors Manual. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at www.eva.virginia.gov under "Vendors Manual" on the "Vendor" tab.

APP. LAWS AND COURTS

APPLICABLE LAWS AND COURTS: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (Code of Virginia, § 2.2-4366). ADR procedures are described in Chapter 9 of the Vendors Manual. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.

ANTI-DISCRIMINATION (1 of 2)

ANTI-DISCRIMINATION (part 1 of 2): By submitting their (bids/proposals), (bidders/offerors) certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the Virginia Public Procurement Act (VPPA). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, § 2.2-4343.1E). (continued on part 2)

ANTI-DISCRIMINATION (2 of 2)

ANTI-DISCRIMINATION (part 2 of 2): In every contract over \$10,000 the provisions in 1. and 2. below apply: 1.) During the performance of this contract, the contractor agrees as follows: (a.) The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. (b.) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer. (c.) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements. 2.) The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

ETHICS IN PUBLIC CONTRACTING

ETHICS IN PUBLIC CONTRACTING: By submitting their (bids/proposals), (bidders/offerors) certify that their (bids/proposals) are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other (bidder/offeror), supplier, manufacturer or subcontractor in connection with their (bid/proposal), and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

IMMIGRATION REFORM

IMMIGRATION REFORM AND CONTROL ACT OF 1986: By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.

DEBARMENT STATUS

DEBARMENT STATUS: By submitting their (bids/proposals), (bidders/offerors) certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

ANTITRUST

ANTITRUST: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.

MANDATORY USE OF STATE FORM

MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR IFB's: Failure to submit a bid on the official state form provided for that purpose shall be a cause for rejection of the bid.

Modification of or additions to any portion of the Invitation for Bids may be cause for rejection of the bid; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a bid as nonresponsive. As a precondition to its acceptance, the Commonwealth may, in its sole discretion, request that the bidder withdraw or modify nonresponsive portions of a bid which do not affect quality, quantity, price, or delivery. No modification of or addition to the provisions of the contract shall be effective unless reduced to writing and signed by the parties.

CLARIFICATION OF TERMS

CLARIFICATION OF TERMS: If any prospective (bidder/offeror) has questions about the specifications or other solicitation documents, the prospective (bidder/offeror) should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

PRECEDENCE OF TERMS

PRECEDENCE OF TERMS: The following General Terms and Conditions VENDORS MANUAL, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

QUALIFICATIONS

QUALIFICATIONS OF (BIDDERS/OFFERORS): The Commonwealth may make such reasonable

investigations as deemed proper and necessary to determine the ability of the (bidder/offeror) to perform the services/furnish the goods and the (bidder/offeror) shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect (bidder's/offeror's) physical facilities prior to award to satisfy questions regarding the (bidder's/offeror's) capabilities. The Commonwealth further reserves the right to reject any (bid/proposal) if the evidence submitted by, or investigations of, such (bidder/offeror) fails to satisfy the Commonwealth that such (bidder/offeror) is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

TESTING AND INSPECTION

TESTING AND INSPECTION: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.

ASSIGNMENT OF CONTRACT

ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.

CHANGES TO CONTRACT (1 of 2)

CHANGES TO THE CONTRACT (part 1 of 2): Changes can be made to the contract in any of the following ways: (1.) The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract. (2.) The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods: (2a.) By mutual agreement between the parties in writing; or (2b.) By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or (continued on part 2)

CHANGES TO CONTRACT (2 of 2)

CHANGES TO THE CONTRACT (part 2 of 2): (2c.) By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Vendors Manual. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

DEFAULT

DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

TAXES

TAXES: Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

USE OF BRAND NAMES

USE OF BRAND NAMES: Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict (bidders/offerors) to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equivalent of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The (bidder/offeror) is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the (bidder/offeror) clearly indicates in its (bid/proposal) that the product offered is an equivalent product, such (bid/proposal) will be considered to offer the brand name product referenced in the solicitation.

TRANSPORTATION AND PACKAGING

TRANSPORTATION AND PACKAGING: By submitting their (bids/proposals), all (bidders/offerors) certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

INSURANCE (1 of 3)

INSURANCE (part 1 of 3): By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the Code of Virginia. The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission. (continued in part 2)

INSURANCE (2 of 3)

INSURANCE (part 2 of 3) MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS: 1) Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract. 2). Employer's Liability - \$100,000. 3) Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy 4). Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.). (continued in part 3)

INSURANCE (3 of 3)

INSURANCE (part 3 of 3): NOTE: In addition, various Professional Liability/Errors and Omissions coverage are required when soliciting those services as follows: Profession/Service /Limits, Accounting

/\$1,000,000 per occurrence, \$3,000,000 aggregate Architecture/\$2,000,000 per occurrence, \$6,000,000 aggregate, Asbestos Design, Inspection or Abatement Contractors/ \$1,000,000 per occurrence, \$3,000,000 aggregate, Health Care Practitioner (to include Dentists, Licensed Dental, Hygienists, Optometrists, Registered or Licensed, Practical Nurses, Pharmacists, Physicians, Podiatrists, Chiropractors, Physical Therapists, Physical ,Therapist Assistants, Clinical Psychologists, Clinical Social Workers, Professional Counselors, Hospitals, or Health Maintenance Organizations.) \$1,750,000 per occurrence, \$3,000,000 aggregate, (Limits increase each July 1 through fiscal year 2008, as follows: July 1, 2005 - \$1,800,000, July 1, 2006 - \$1,850,000, July 1, 2007 - \$1,925,000, July 1, 2008 - \$2,000,000. This complies with §8.01-581.15 of the Code of Virginia. Insurance/Risk Management /\$1,000,000 per occurrence, \$3,000,000 aggregate, Landscape/Architecture/\$1,000,000 per occurrence, \$1,000,000 aggregate, Legal/\$1,000,000 per occurrence, \$5,000,000 aggregate. Professional Engineer/\$2,000,000 per occurrence, \$6,000,000 aggregate, Surveying/\$1,000,000 per occurrence, \$1,000,000 aggregate

ANNOUNCEMENT OF AWARD

ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract over \$50,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA website (www.eva.virginia.gov) for a minimum of 10 days.

DRUG-FREE WORKPLACE

DRUG-FREE WORKPLACE: During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor. For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

NONDISCRIMINATION

NONDISCRIMINATION OF CONTRACTORS: A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

AVAILABILITY OF FUNDS

It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

SET ASIDES

This solicitation is set-aside for DMBE-certified small business participation only when designated "SET-ASIDE FOR SMALL BUSINESSES" in the solicitation. DMBE-certified small businesses are those businesses that hold current small business certification from the Virginia Department of Minority

Business Enterprise. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received the DMBE small business certification. For purposes of award, bidders/offerors shall be deemed small businesses if and only if they are certified as such by DMBE on the due date for receipt of bids/proposals.

PAYMENT (1 of 4)

PAYMENT (part 1 of 4): To Prime Contractor: a.) Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations). b.) Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however. c.) All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed. d.) The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act. e.) Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed.(Continued on part 2)

PAYMENT (2 of 4)

PAYMENT (part 2 of 4): In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (Code of Virginia, § 2.2-4363). 2. To Subcontractors: a.) A contractor awarded a contract under this solicitation is hereby obligated: (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason. (continued on part 3)

PAYMENT (3 of 4)

PAYMENT (part 3 of 4): b.) The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth. 3.) Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.

PAYMENT (4 of 4)

PAYMENT (part 4 of 4): The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.

eVA REGISTRATION (1 of 2)

eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION (part 1 of 2): The eVA Internet electronic procurement solution, web site portal www.eVA.virginia.gov streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution either through the eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service. All bidders or offerors must register in eVA; failure to register will result in the bid/proposal being rejected. (Continued on part 2)

eVA REGISTRATION (2 of 2)

eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION (part 2 of 2): a. eVA Basic Vendor Registration Service: \$25 Annual Registration Fee plus the appropriate order Transaction Fee specified below. eVA Basic Vendor Registration Service includes electronic order receipt, vendor catalog posting, on-line registration, electronic bidding, and the ability to research historical procurement data available in the eVA purchase transaction data warehouse. b. eVA Premium Vendor Registration Service: \$25 Annual Registration Fee plus the appropriate order Transaction Fee specified below. eVA Premium Vendor Registration Service includes all benefits of the eVA Basic Vendor Registration Service plus automatic email or fax notification of solicitations and amendments. c. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order. d. For orders issued August 16, 2006 and after, the Vendor Transaction Fee is: (i)DMBE-certified Small Businesses: 1%, capped at \$500 per order. (ii)Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order. The eVA transaction fee will be invoiced approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

BID PRICE CURRENCY:

BID PRICE CURRENCY: Unless stated otherwise in the solicitation, bidders/offerors shall state bid/offer prices in US dollars.

BUSINESS AUTHORIZATION

AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH: A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the Virginia Public Procurement Act shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

SPECIAL TERMS AND CONDITIONS

ADVERTISING: In the event a contract is awarded for supplies, equipment, or services resulting from this bid, no indication of such sales or services to the Commonwealth of Virginia will be used in product literature or advertising. The vendor shall not state in any of its advertising or product literature that the Commonwealth of Virginia has purchased or uses any of its products or services, and the vendor shall not include the Commonwealth of Virginia in any client list in advertising and promotional materials.

AWARD: This Contract will be awarded to a single vendor, on a grand total basis to the lowest responsive and responsible bidder. The purchasing office reserves the right to conduct any test it may deem advisable and to make all evaluation. The Commonwealth also reserves the right to reject any or all bids, in whole or in part, to waive informalities and to delete items prior to making the award, whenever

it is deemed in the sole opinion of the procuring public body to be in its best interest. In case of arithmetic errors, the unit price will govern. If cash discount for prompt payment is offered, it must be clearly shown. Discounts for prompt payment will not be considered in making awards.

ADDITIONAL INFORMATION: The Commonwealth reserves the right to ask any bidder to submit information missing from its bid, to clarify its bid, and to submit additional information which the Commonwealth deems desirable.

AUDIT: The vendor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.

BID ACCEPTANCE PERIOD: Any bid in response to this solicitation shall be valid for 90 days. At the end of the 90 days the bid may be withdrawn at the written request of the bidder. If the bid is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.

CANCELLATION OF CONTRACT: The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the vendor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Vendor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

CONFIDENTIALITY OF INFORMATION: Awarded vendor will recognize all privacy regulations, to include but not be limited to, the U.S. Department of Health & Human Services Health Insurance Portability and Accountability Act of 1996 (HIPAA) and Patient Safety and Quality Improvement Act of 2005.

The Vendor assures that information and data obtained as to personal facts and circumstances related to patients or clients will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. Vendors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the securing of such information. Vendors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Vendors and their employees working on this project may be required to sign a confidentiality statement.

CONTINUITY OF SERVICES: The Vendor recognizes that the services under this contract are vital to the Commonwealth and must be continued without interruption and that, upon contract expiration, a successor, either the Commonwealth or another vendor, may continue them. The Vendor agrees: 1. To exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor; 2. To make all Agency owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to successor; and 3. That the Agency Contracting Officer shall have final authority to resolve disputes related to the transition of the contract from the vendor to its successor.

The vendor shall, upon written notice from the contract Officer, furnish phase-in/phase-out services for up to ninety (90) days after this contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the contract Officer's approval.

The Vendor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.

CONTRACT TERM: The initial term of this contract will be for a three (3) year period beginning approximately July 1, 2011 through June 30, 2014.

CONTRACT RENEWAL: This contract may be renewed by the Commonwealth upon written agreement of both parties for two (2) one (1) year periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration.

DELIVERY: Delivery of all requested contract items shall be made within 7 calendar days after receipt of purchase order. The vendor shall carry an adequate stock to insure such delivery service for the duration of the contract.

eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS: It is anticipated that the contract will result in multiple purchase orders (i.e., one for each delivery requirement) with the eVA transaction fee specified below assessed for each order."

- a. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order.
- b. For orders issued August 16, 2006, and after, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1% capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1% capped at \$1,500 per order.

The eVA transaction fee will be assessed approximately 30 days after each purchase order is issued. Any adjustments (increases/decreases) will be handled through eVA change orders.

Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following:

If this solicitation is for a term contract, failure to provide an electronic catalog (price list) or index page catalog for items awarded will be just cause for the Commonwealth to reject your bid or terminate this contract for default. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eva.virginia.gov. Vendors should email Catalog or Index page information to eVA-catalog-manager@dgs.virginia.gov.

EXTRA CHARGES NOT ALLOWED: The bid price shall be for complete installation ready for the Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.

MINIMUM ORDER: Minimum Orders are set at \$100.00. Orders will be F.O.B. Destination to ordering agency within the Commonwealth of Virginia. For orders of less than \$100.00 the vendor will be permitted to add actual transportation cost (prepaid) to invoice for payment, or the agency may purchase such orders off contract from other sources. Partial shipments of less than minimum order value which are made at the option of the vendor shall be made F.O.B. Destinations with no transportation charges added. If at the agency's request shipments are below the minimum order value, the vendor may add actual transportation to invoice for payment.

PRICE ESCALATION / DEESCALATION: Price adjustments may be permitted only for changes in the Vendor's cost of materials based on the current market for this or similar products. Consumers Price Indices, Producers Price Indices or other appropriate indices as approved by the Division of Purchases and Supply, will be used as a guide to determine price increases or decreases. No price increases will be authorized for **365** calendar days after the effective date of the contract. Price escalation may be permitted only at the end of this period and each **365** days thereafter and only where verified to the satisfaction of the purchasing office. However, "across the board" price decreases are subject to

implementation at any time and shall be immediately conveyed to the Commonwealth. **Vendor shall give not less than 30 days advance notice of any price increase to the purchasing office. Any approved price changes will be effective only at the beginning of the calendar month following the end of the full 30 day notification period.** The Vendor shall document the amount and proposed effective date of any general change in the price of materials. Documentation shall be supplied with the Vendor's request for increase which will: (1) verify that the requested price increase is general in scope and not applicable just to the Commonwealth of Virginia; and (2) verify the amount or percentage of increase which is being passed on to the Vendor by the Vendor's suppliers. The purchasing office will notify the using agencies and Vendor in writing of the effective date of any increase which it approves. However, the Vendor shall fill all purchase orders received prior to the effective date of the price adjustment at the old contract prices. The Vendor is further advised that decreases which affect the cost of materials are required to be communicated immediately to the purchasing office.

PURCHASE FROM OTHER SOURCES: The Division of Purchases and Supply will allow any using agency to purchase other nutritional supplements when certified in writing by a physician that there is a medical need for a specific non-contract product for a specific patient(s).

PURCHASE VOLUME REPORT: The vendor shall furnish quarterly volume reports (January, February and March=1st quarter; April, May, and June=2nd quarter; July, August, and September=3rd quarter; and October, November, and December=4th quarter) within 15 days of the end of each quarter of the sales made under this contract. Report shall list item(s) and or services performed during the previous quarter along with the order number and dollar value. These reports shall include: item purchased, date purchased, agency, quantity, each price, extended price, and eVA purchase order number.

PRODUCT INFORMATION: The bidder shall clearly and specifically identify the product being offered and enclose complete and detailed descriptive literature, catalog cuts and specifications with the bid to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. Failure to do so may cause the bid to be considered nonresponsive.

QUANTITIES: Quantities set forth in this solicitation are estimates only, and the contractor shall supply at bid prices actual quantities as ordered, regardless of whether such total quantities are more or less than those shown.

STATE CORPORATION COMMISSION IDENTIFICATION NUMBER: Pursuant to *Code of Virginia*, §2.2-4311.2 subsection B, a bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its bid or proposal the identification number issued to it by the State Corporation Commission (SCC). Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Indicate the above information on the SCC Form provided. Contractor agrees that the process by which compliance with Titles 13.1 and 50 is checked during the solicitation stage (including without limitation the SCC Form provided) is streamlined and not definitive, and the Commonwealth's use and acceptance of such form, or its acceptance of Contractor's statement describing why the bidder or offeror was not legally required to be authorized to transact business in the Commonwealth, shall not be conclusive of the issue and shall not be relied upon by the Contractor as demonstrating compliance.

Effective: July 1, 2010

State of Virginia Price List



To Place an Order: 800-365-7354
 Nutrition Services Helpline: 800-365-7354
 Fax: 301-795-2301
 Mon - Fri 8:30am - 5:00pm EST
 Tax ID: 51-0276083

Nutricia Code	UPC - Unit	UPC - Case	Reimbursement Code / NDC #	Product	Pack / Case	Price
METABOLIC PRODUCTS						
ANALOG Range						
118302	7497350-18866	7497351-83021	49735-0183-02	MSUD Analog	400 g x 6	\$291.00
118361	7497350-18880	7497351-83618	49735-0183-61	XLeu Analog	400 g x 6	\$291.00
118328	7497350-18828	7497351-83281	49735-0183-28	XLys, XTrp Analog	400 g x 6	\$291.00
118327	7497350-18811	7497351-83274	49735-0183-27	XMet Analog	400 g x 6	\$291.00
118303	7497350-18873	7497351-83038	49735-0183-03	XMTVI Analog	400 g x 6	\$291.00
118301	7497350-18859	7497351-83014	49735-0183-01	XPhe, XTyr Analog	400 g x 6	\$291.00
118843	7497350-18842	7497351-88439	49735-0188-43	XPTM Analog	400 g x 6	\$291.00
MAXAMAID Range						
117792	7497350-23570	7497351-77921	49735-0177-92	XPhe Maxamaid - Orange	454 g x 6	\$216.00
117794	7497350-23716	7497351-77945	49735-0177-94	XPhe Maxamaid - Strawberry	454 g x 6	\$216.00
117793	7497350-23587	7497351-77938	49735-0177-93	XPhe Maxamaid - Unflavored	454 g x 6	\$216.00
117781	7497350-23600	7497351-77815	49735-0177-81	MSUD Maxamaid	454 g x 6	\$360.00
117791	7497350-23648	7497351-77914	49735-0177-91	XLeu Maxamaid	454 g x 6	\$360.00
117780	7497350-23594	7497351-77808	49735-0177-80	XLys, XTrp Maxamaid	454 g x 6	\$360.00
117787	7497350-23631	7497351-77877	49735-0177-87	XMet Maxamaid	454 g x 6	\$360.00
117785	7497350-23617	7497351-77853	49735-0177-85	XMTVI Maxamaid	454 g x 6	\$360.00
117786	7497350-23624	7497351-77860	49735-0177-86	XPhe, XTyr Maxamid	454 g x 6	\$360.00
MAXAMUM Range						
118324	7497350-23020	7497351-83243	49735-0183-24	XPhe Maxamum CANS - Orange	454 g x 6	\$343.50
118323	7497350-23013	7497351-83236	49735-0183-23	XPhe Maxamum CANS - Unflavored	454 g x 6	\$343.50
12312	7497350-23129	7497351-23126	49735-0123-12	XPhe Maxamum SACHETS - Orange	50 g x 30	\$179.00
12311	7497350-23112	7497351-23119	49735-0123-11	XPhe Maxamum SACHETS - Unflavored	50 g x 30	\$179.00
12524	7497350-25246	7497351-25243	49735-0125-24	XPhe Maxamum Drink, Forest Berries	250 mL x 18 Tetra Packs	\$152.00
12551	7497350-25512	7497351-25519	49735-0125-51	XPhe Maxamum Drink, Orange	250 mL x 18 Tetra Packs	\$152.00
117789	7497350-23402	7497351-77891	49735-0177-89	MSUD Maxamum	454 g x 6	\$570.00
117790	7497350-23433	7497351-77907	49735-0177-90	XLeu Maxamum	454 g x 6	\$561.00
12344	7497350-23440	7497351-23447	49735-0123-44	XLys, XTrp Maxamum	454 g x 4	\$385.00
117795	7497350-23419	7497351-77952	49735-0177-95	XMet Maxamum	454 g x 6	\$561.00
117779	7497350-23426	7497351-77792	49735-0177-79	XMTVI Maxamum	454 g x 6	\$561.00
LOPHLEX						
12167	7497350-21675	7497351-21672	49735-0121-67	Lophlex, Orange	14.3 g x 30	\$101.00
12169	7497350-21699	7497351-21696	49735-0121-69	Lophlex, Berry	14.3 g x 30	\$101.00
119535	N/A	7497351-95352	49735-0195-35	Lophlex LQ (20 g PE), Tropical	125 mL x 30	\$167.00
PERIFLEX / ACERFLEX						
118326	7497350-18804	7497351-83267	49735-0183-26	Periflex Infant	400 g x 6	\$115.50
118308	7497350-14028	7497351-83083	49735-0183-08	Periflex Junior - Unflavored	454 g x 6	\$246.00
118310	7497350-14011	7497351-83106	49735-0183-10	Periflex Junior - Orange	454 g x 6	\$246.00
118309	7497350-25314	7497351-83090	49735-0183-09	Periflex Junior - Chocolate	454 g x 6	\$246.00
118305	7497350-26502	7497351-83052	49735-0183-05	Periflex Advance - Unflavored	454 g x 6	\$343.50
118307	7497350-26526	7497351-83076	49735-0183-07	Periflex Advance - Orange	454 g x 6	\$343.50
118306	7497350-26519	7497351-83069	49735-0183-06	Periflex Advance - Chocolate	454 g x 6	\$343.50
118842	7497350-00267	7497351-88422	49735-0188-42	Acerflex (MSUD), Pineapple	454 g x 6	\$243.00
PHLEXY-10 System						
12641	7497350-26410	7497351-26417	49735-0126-41	Add-Ins	18.2 g x 60	\$242.00
11809	7497350-18095	7497350-18095	49735-0118-09	Phlexy-10 Capsules	200 capsules/bottle	\$42.00
11467	7497350-14677	7497351-14674	49735-0114-67	Phlexy-10 Drink Mix (Blackcurrant/Apple)	20 g x 30	\$95.00
11910	7497350-19108	7497351-19105	49735-0119-10	Phlexy-10 Drink Mix (Tropical Surprise)	20 g x 30	\$95.00
11951	7497350-19511	7497350-19511	49735-0119-51	Phlexy-10 Tablets	75 tablets/bottle	\$32.00
10685	7497351-06853	7497351-06853	49735-0106-85	Phlexy-Vits	7 g x 30	\$32.00
MILUPA METABOLICS						
659346	1813619-34606	1813619-34613	81361-9346-01	Milupa PKU 2	500 g x 2	\$186.00
659347	1813619-34705	1813619-34712	81361-9347-01	Milupa PKU 3	500 g x 2	\$190.00
659357	1813619-35702	1813619-35719	81361-9357-01	Milupa HOM 2	500 g x 2	\$284.00
659351	1813619-35108	1813619-35115	81361-9351-01	Milupa MSUD 2	500 g x 2	\$222.00
659349	1813619-34903	1813619-34910	81361-9349-01	Milupa OS 2	500 g x 2	\$231.00
659361	1813619-36105	1813619-36112	81361-9361-01	Milupa UCD 2	500 g x 2	\$276.00

SEE PAGE 2 FOR TERMS AND CONDITIONS



State of Virginia Price List

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 Tax ID: 51-0276083

Nutricia Code	UPC - Unit	UPC - Case	Reimbursement Code / NDC #	Product	Pack / Case	Price
OTHER METABOLICS						
12643	7497350-26434	7497351-26431	49735-0126-43	Lanaflex	15.8 g x 40	\$107.00
11490-1	7497350-14905	7497351-14902	49735-0114-90	Essential Amino Acid Mix	200 g x 2	\$162.00
10242	7497350-02421	7497350-02421	49735-0102-42	Methionaid	200 g x 10	\$281.00
10143	7497350-01431	7497350-01431	49735-0101-43	MSUD Aid	200 g x 4	\$281.00
Infant and Pediatric Hypoallergenic / Gastrointestinal Products						
10804	7497350-08041	7497351-08048	49735-0108-04	Neocate Infant	400 g x 4	\$123.00
12595	7497350-25956	7497351-25953	49735-0125-95	Neocate Infant with DHA and ARA	400 g x 4	\$123.00
11048	7497350-10488	7497351-10485	49735-0110-48	Neocate One+, Unflavored	60 g x 15	\$81.00
12912	7497350-29121	7497351-29128	49735-0129-12	Neocate Junior with Prebiotics	400 g x 4	\$121.00
11790-USA	7497350-17906	7497351-17903	49735-0117-90	Neocate Junior, Unflavored	400 g x 4	\$121.00
12124-USA	7497350-21248	7497351-21245	49735-0121-24	Neocate Junior, Tropical	400 g x 4	\$121.00
12690-USA	7497350-26908	7497351-26905	49735-0126-90	Neocate Junior, Chocolate	400 g x 4	\$121.00
12670	7497350-26700	7497351-26707	49735-0126-70	EO28 Splash, Grape	237 mL x 27	\$104.00
12666	7497350-26663	7497351-26660	49735-0126-66	EO28 Splash, Tropical Fruit	237 mL x 27	\$104.00
11050	7497350-10501	7497351-10508	49735-0110-50	EO28 Splash, Orange-Pineapple	237 mL x 27	\$104.00
11766	7497350-17661	7497351-17668	49735-0117-66	Pepdite Junior, Unflavored	51 g x 15	\$63.00
11780	7497350-17807	7497351-17804	49735-0117-80	Pepdite Junior, Banana	51 g x 15	\$63.00
12910	7497350-29107	7497351-29104	49735-0129-10	Neocate Nutra	400 g x 3	\$90.00
NUTRITIONAL OTHERS / FLAVORS PACKETS						
118262	7497350-02803	7497351-82628	49735-0182-62	Duocal - Unflavored	400 g x 6	\$118.50
10124-1	7497350-01240	7497351-01247	49735-0101-24	Complete Amino Acid Mix	200 g x 2	\$162.00
10249	7497351-02497	7497351-02497	49735-0102-49	Flavor Packet, Cherry-Vanilla	5 g x 20	\$12.00
10133	7497351-02497	7497351-02497	49735-0101-33	Flavor Packet, Grapefruit	5 g x 20	\$12.00
10158	7497351-02497	7497351-02497	49735-0101-58	Flavor Packet, Lemon-Lime	5 g x 20	\$12.00
667097	7497350-97083	7497351-70977	49735-0170-97	Monogen	400 g x 6	\$186.00
Neurology						
16670	7497350-18422	7497351-66703	49735-0166-70	KetoCal 4:1	300 g x 6	\$147.00
16672	7497350-66720	7497351-66727	49735-0166-72	KetoCal 3:1	300 g x 6	\$142.00
118796	7497350-87961	7497351-87968	49735-0187-96	KetoCal 4:1 Vanilla Liquid	237 mL x 27	\$122.00

Acerflex, Add-Ins, Analog, Duocal, KetoCal, Lanaflex, Lophlex, Maxamaid, Maxamum, Monogen, Periflex and Phlexy-10 are registered trademarks owned by SHS International.

TERMS AND CONDITIONS

SHIPPING

- 1) Free ground shipping within the continental United States. Additional charges apply to expedited shipping and shipping to Alaska, Hawaii and Puerto Rico.
- 2) Inspect shipments immediately upon receipt. Insist that visible damages be indicated on your copy of the freight bill of lading; in case of damage, notify Nutricia North America's Customer Service at 1-800-365-7354
- 3) Any shortages, errors, or damages must be reported to Nutricia North America Customer Service within 30 days of delivery.

PRODUCT RETURNS

- 1) Please contact Nutricia North America's Customer Service (toll free 1-800-365-7354) for a Return Merchandise Authorization # (RMA). Do not return product without prior Nutricia North America Authorization.
- 2) Nutricia North America will only accept product returns that meet the following conditions:
 - a. Product has been purchased directly from Nutricia North America.
 - b. Product has an expiration date greater than 3 (three) months when it arrives back to Nutricia North America.
 - c. Product must be unopened, in good condition and within the original master case. (Exception, product sold in unit).
 - d. Product case(s)/carton(s) must be free of any markings, writing, labels or stickers.
 - e. Product must be returned in an outer shipping box which contains sufficient packing material.
 - f. Return product lot number must be the same as the original purchase order lot number.
 - g. The Return Merchandise Authorization (RMA) Number must be written and visible on the outer shipping box for all packages.
- 3) The customer shall pay all shipping charges for returned product to Nutricia, unless the nature of the return is due to Nutricia North America
- 4) When a discounted product is returned, restocking fee and credit will be applied to the discounted purchase only.
- 5) A 20% restock fee will be charged for all product returns.
- 6) Nutricia does not accept Third Party returns.
 - a. We only accept product returns from persons who purchased the product directly from Nutricia North America.
 - b. Customers who purchased Nutricia products from someone other than Nutricia North America should contact the vendor where purchased to ask about returns.
- 7) Credit will be issued upon receipt, verification and inspection of all returned product.
- 8) Please allow 7 business days for credit processing.

WWW.NEOCATE.COM
WWW.MYSPECIALDIET.COM
WWW.NUTRICIA-NA.COM