

November 27, 2019



Holiday Schedule



Participating Companies:

Company	Dates	Hours	Additional Comments
AbbVie Canada	Monday, December 23	OPEN	Dear Customer, The Holiday season is almost here. Please be informed of our 2019 Holiday Schedule. To receive your order before Christmas Day and New Year's Day, please place your order before noon on Monday, December 16th. All Orders placed after Monday December 16th will be shipped on a priority basis. If you have any questions, do not hesitate to contact us: Telephone: 1-888-704-8270 FAX: 1-888-703-6967 We want to take this opportunity to thank you for selecting AbbVie as one of your key suppliers. We appreciate and value your business. <i>Season's greetings and best wishes for the New Year.</i> Your Customer Service Representative
	Tuesday, December 24	CLOSED	
	Wednesday, December 25	CLOSED	
	Thursday, December 26	CLOSED	
	Friday, December 27	OPEN	
	Monday, December 30	OPEN	
	Tuesday, December 31	CLOSED	
	Wednesday, January 1	CLOSED	
	Thursday, January 2	CLOSED	
Friday, January 3	OPEN		
Amgen Canada Inc.	Tuesday, December 24	8:00 am - noon EST	<i>Happy Holidays from Amgen!</i> customercare-ca@amgen.com 1-800-563-9798
	Wednesday, December 25	CLOSED	
	Thursday, December 26	CLOSED	
	Tuesday, December 31	8:00 am - noon EST	
	Wednesday, January 1	CLOSED	

Company	Dates	Hours	Additional Comments
Apotex	Monday, December 23	OPEN	<p>Dear Valued Customer,</p> <p>As we prepare for the holiday season, please note our office schedule.</p> <p>In order to meet your delivery requirements, please ensure your orders are received no later than Friday, December 13, 2019 for delivery prior to December 20, 2019.</p> <p>Due to carrier schedules, orders received on or after December 13, 2019 may not be shipped until the week of January 6, 2020.</p> <p>Should you have any concerns, please do not hesitate to contact Apotex Customer Service @ 1-877-4APOTEX or email directly to CSservice@apotex.com.</p>
	Tuesday, December 24	OPEN	
	Wednesday, December 25	CLOSED	
	Thursday, December 26	CLOSED	
	Friday, December 27	CLOSED	
	Monday, December 30	OPEN	
	Tuesday, December 31	OPEN	
	Wednesday, January 1	CLOSED	
Thursday, January 2	OPEN (regular business hours)		
Ferring Inc.	Wednesday, December 25	CLOSED	<i>Wishing you a safe and happy holiday season.</i>
	Thursday, December 26	CLOSED	
	Wednesday, January 1	CLOSED	
LEO Pharma Inc.	Wednesday, December 25	CLOSED	<p>Customer Service</p> <p>1-800-590-6259</p> <p><i>Happy Holidays and Happy New Year</i></p>
	Thursday, December 26	CLOSED	
	Wednesday, January 1	CLOSED	
Merck Canada Inc.	Tuesday, December 24 12:00pm (EST) to Wednesday, January 1	CLOSED	<p>To ensure delivery prior to December 23rd, please ensure that your orders are placed prior to 2:00 pm (Eastern Time) on December 13.</p> <p>For medically significant products, orders placed after 2:00 pm on December 13 will be shipped on a priority basis.</p> <p>If you have any questions, please contact our Order Department at 1-800-463-7251.</p> <p><i>Happy Holidays!</i></p>
Novo Nordisk Canada Inc.	Tuesday, December 24	8:30 am - 12:00 pm	<i>Happy Holidays!</i> Contact us at 1-800-465-4334
	Wednesday, December 25 to Wednesday, January 1	CLOSED	
	Thursday, January 2	Regular hours resume - 8:30 am- 5 pm	

Company	Dates	Hours	Additional Comments
Sanofi-aventis Canada Inc.	Tuesday, December 24 to Wednesday, January 1	CLOSED	<p>For hospitals, we kindly ask you to directly contact your logistic provider McKesson Distribution Partners or your designated distributor to find out about their schedule during this period.</p> <p>For pharmacists that would like to obtain insulin injection pen by calling 1 800-265-7927, please note that there will be no order processed during this period and that shipments will resume upon our return in January 2020.</p> <p>For emergency cases concerning medical information inquiries or to report any adverse drug reactions, please dial 1-800-265-7927 and carefully choose from the available options.</p> <p><i>We thank you for your usual cooperation and wish you Happy Holidays.</i></p>
	Thursday, January 2	Normal business hours resume 8 am to 5 pm	
SteriMax Inc.	Monday, December 23	9 am - 5 pm	<p>Please note that due to the refrigeration / narcotic requirements, some products have a special shipping schedule during the holidays. Shipments for such products would be sent out only on December 23rd and December 30th, 2019.</p> <p>*Orders received after 10 am will be shipped on Thursday, January 2nd, 2020.</p> <p>Regular shipping will resume as of Thursday, January 2nd, 2020.</p> <p>If you have any further questions, please contact SteriMax Customer Service at 1-800-881-3550 or visit our website at www.sterimaxinc.com for more information.</p> <p><i>WE EXTEND OUR BEST WISHES FOR A HAPPY HOLIDAY SEASON AND JOYFUL NEW YEAR.</i></p>
	Tuesday, December 24	9 am - 12 pm	
	Wednesday, December 25	CLOSED	
	Thursday, December 26	CLOSED	
	Friday, December 27	9 am - 5 pm	
	Saturday, December 28	CLOSED	
	Sunday, December 29	CLOSED	
	Monday, December 30	9 am - 5 pm	
	Tuesday, December 31*	9 am - 3 pm	
	Wednesday, January 1	CLOSED	
Thursday, January 2	9 am - 5 pm		