

•Smartway



Customer Information Sheet

1. Company details

Smartway Pharmaceuticals Limited is a company registered in England and Wales (Company Number: 8481191, VAT number: GB171095025).

Official Smartway contact details are:

Telephone: +44 (0) 20 8545 7711

Address: 10 Lyon Road, London, SW19 2RL, UK.

Website: www.smartwaypharma.co.uk

Email domains: @smartwaypharma.co.uk
and @smartwaypharma.com

Smartway is authorised and regulated by the Medicines and Healthcare products Regulatory Agency (MHRA) and holds the following authorisations:

- Wholesale Dealer's Authorisation (Human Use) - WDA(H)
- Wholesale Dealer's Authorisation (Veterinary) - WDA(V)
- Manufacturing "Specials" Authorisation - MS

Certain activities typically involving controlled drugs are also subject to oversight by the UK Home Office.

Customers should ensure that all communications with Smartway are conducted using these official contact details only. Customers should be alert to the risk of domain or email hijacking and must verify that instructions, banking details and regulatory communications originate from Smartway's authorised domains before acting on them.

2. Regulatory framework

Smartway operates in accordance with The Human Medicines Regulations 2012, Good Distribution Practice (GDP), Good Manufacturing Practice (GMP), and applicable UK and international regulatory requirements governing the manufacture and wholesale distribution of medicinal products.

3. Opening a customer account

Customers wishing to trade with Smartway must complete the standard customer onboarding process.

As part of this process, customers will be required to provide information and documentation sufficient to allow Smartway to verify regulatory authorisations, authorised premises, contact details, bank details, and any other information reasonably required to satisfy regulatory or compliance requirements.

Completion of onboarding does not guarantee trading. Smartway reserves the right to decline or suspend an account where requirements are not met.

Customers must keep onboarding information accurate and notify Smartway promptly of any material change.

Any supply to customers is governed by the standard Terms and Conditions of Supply. These are published on Smartway's website and are available at: smartwaypharma.co.uk/regulatory-information

4. Supply principles

Smartway supplies medicinal products only to those who are appropriately authorised to procure medicines from Smartway, including wholesalers and others authorised by law.

At all times, Customers must:

- hold and maintain the necessary regulatory authorisations for the activities they perform;
- operate from authorised premises; and
- comply with all applicable legal and regulatory requirements.

5. Lawful authority to procure

Customers remain responsible for ensuring that their procurement, holding, use and any onward supply of medicinal products complies with all applicable legal, regulatory, contractual and policy obligations. This includes their own responsibility for:

- compliance with any reimbursement, funding, declaration or reporting frameworks applicable to the customer's own operations;
- ensuring that purchases from Smartway are permitted under the customer's own regulatory status and contractual arrangements; and
- the accuracy of any claims, submissions or declarations made to third parties in respect of products supplied by Smartway.

Smartway is not able to advise on, certify or validate a customer's eligibility for reimbursement, funding or inclusion within any external scheme.

6. Product handling, storage and onward supply

Once products are supplied by Smartway, customers are responsible for ensuring that products are:

- stored, handled and transported in accordance with applicable regulatory requirements;
- maintained within required temperature and environmental conditions; and
- supplied onward only where permitted and in compliance with applicable law.

These obligations are critical to maintaining product integrity and protecting patient safety.

7. Collection and delivery arrangements

Smartway's preferred method of supply to customers is delivery using Smartway-approved transport arrangements, in order to maintain consistent control over handling, security and temperature management.

In certain circumstances, Smartway may, by exception, permit customers to collect products directly, subject to prior agreement and appropriate safeguards.

Where customer collection is permitted:

- the customer must hold the necessary regulatory authorisations for the activity being undertaken;
- collection must take place by couriers approved by Smartway in advance;
- transport arrangements must meet applicable GDP requirements, including temperature control where relevant; and

- Smartway may require confirmation of transport details or additional assurances prior to release of products.

Smartway reserves the right to decline or withdraw permission for customer collection where regulatory, quality, security or operational considerations make delivery by Smartway the more appropriate option.

8. Safety reporting, complaints and regulatory cooperation

Customers must notify Smartway without delay of any matter relating to products supplied by Smartway that may reasonably be expected to affect patient safety, product quality or regulatory compliance. This includes, where applicable:

- suspected adverse reactions or adverse events;
- quality complaints, suspected defects or integrity concerns;
- temperature excursions, storage issues or handling errors identified after supply;
- suspected diversion, misuse or irregular supply;
- contact by a regulatory authority relating to products supplied by Smartway; or
- any issue that may reasonably give rise to market action.

Customers are expected to cooperate fully with Smartway in any investigation, safety alert or recall, including providing relevant information promptly to support patient safety and regulatory compliance.

Notifications relating to recalls, safety issues or regulatory matters should be sent to regulatory@smartwaypharma.co.uk.

9. Confidentiality

We recognise that protecting confidential information supports supply-chain integrity, patient safety and the prevention of misinterpretation or misuse of sensitive data.

Smartway treats customer information, including pricing, sourcing and commercial data, as confidential. These are addressed in Smartway's standard Terms and Conditions of Supply.

Where a customer requests a tailored confidentiality agreement, this should be discussed with the relevant Smartway account manager. Such arrangements are used regularly where appropriate.

Disclosure of confidential information is restricted to regulatory authorities where required by law or permitted under contractual arrangements.

10. Corporate policies

Smartway maintains a range of corporate policies addressing areas such as sustainability, ethical conduct, modern slavery and data protection. These policies apply across our operations and are published on the Smartway website. Customers are expected to conduct their business in accordance with applicable laws and regulations in these areas.

11. Contact

For regulatory, quality or supply-chain matters, customers should contact Smartway using the official details above.

Last updated: **26 December 2025**



**Transforming lives by empowering
access to medicines globally**