



# Customer Information Sheet

## 1. Company details

Novanex Wholesale Limited is a company registered in England and Wales (Company Number: 11903131, VAT number: GB345254309).

Official Novanex contact details are:

Telephone: +44 (0) 20 3337 2351

Address: Unit 5 Europa House, 18 Wadsworth Road, Perivale, Greenford, UB6 7JD.

Website: [www.novanex.co.uk](http://www.novanex.co.uk)

Email domains: [@novanex.co.uk](mailto:@novanex.co.uk)

Novanex 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)

Customers should ensure that all communications with Novanex 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 Novanex's authorised domains before acting on them.

## 2. Regulatory framework

Novanex 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 Novanex must complete the standard customer onboarding process.

As part of this process, customers will be required to provide information and documentation sufficient to allow Novanex 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. Novanex reserves the right to decline or suspend an account where requirements are not met.

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

Any supply to customers is governed by the standard Terms and Conditions of Supply. These are published on Novanex's website and are available at: [novanex.co.uk/regulatory-information](http://novanex.co.uk/regulatory-information)

## 4. Medical Supply principles

Novanex supplies medicinal products only to those who are appropriately authorised to procure medicines from Novanex, 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 Novanex 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 Novanex.

Novanex 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 Novanex, 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

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 Novanex in advance; transport arrangements must
- meet applicable GDP requirements, including temperature control where relevant; and
- Novanex may require confirmation of transport details or additional assurances prior to release of products.

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

## 8. Safety reporting, complaints and regulatory cooperation

Customers must notify Novanex without delay of any matter relating to products supplied by Novanex 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 Novanex; or
- any issue that may reasonably give rise to market action.

Customers are expected to cooperate fully with Novanex 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 [info@novanex.co.uk](mailto:info@novanex.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.

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

Where a customer requests a tailored confidentiality agreement, this should be discussed with the relevant Novanex 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

Novanex 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 Novanex 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 Novanex using the official details above.

Last updated: **March 2026**



**Enhancing Growth for Your Health Wellness  
and Beauty Business.**