

Contact Us ^[1]

Your feedback is important to us. If you have any questions, suggestions, complaints or comments, you may contact us through the following options:

Adverse Event Reporting: Please click [here](#) ^[2] to report an adverse event or to contact Sandoz' Pharmacovigilance department.

Medical Information: Please click [here](#) ^[3] to contact us if you have a question concerning one of our generic drugs or biosimilars.

General questions, suggestions or comments: please click [here](#) ^[4] for our general enquiries contact form.

Pharmacy and Hospital Customer Service: please contact customer service by phone or email:

Customer Service: free phone 1800 SANDOZ (1800 726 369)

Customer Service: [email sales.support@sandoz.com](mailto:sales.support@sandoz.com) ^[5]

Mailing Address

Sandoz Pty Ltd

54 Waterloo Road

Macquarie Park NSW 2113

AUSTRALIA

Main Reception: (02) 9566 1500

Fax: 1800 040 644

The personal information that you provide via the [contact form](#) ^[4], the [Report an adverse event form](#) ^[2] or the [Medical Information form](#) ^[6] will be used for the purpose of contacting you in relation to your questions, suggestions and comments. You have the right to access your information by contacting our Privacy Officer at the mailing address above.

Our complaints policy and procedure

We are committed to providing a high-quality products and service to all and adhere to the Generic and Biosimilar Medicines Australia Code of Conduct. We welcome feedback. If you have a complaint, please contact us with the details. There is no cost.

You can contact us:

- via the form on our website;
- call Customer Service on 1800 726 369;
- write to us at 54 Waterloo Road, Macquarie Park NSW 2113.

We will:

- acknowledge receipt of a complaint within **5 business days**; and
- undertake to use our best endeavours to provide a substantive response to the complaint within **15 business days**.

Source URL: <https://www.sandoz.com.au/about-us/contact-us>

Links

[1] <https://www.sandoz.com.au/about-us/contact-us>

[2] <https://www.sandoz.com.au/about-us/contact-us/adverse-event-reporting>

[3] <https://www.sandoz.com.au/about-us/contact-us/product-related-inquiries>

[4] <https://www.sandoz.com.au/about-us/contact-us/general-inquiries>

[5] <mailto:sales.support@sandoz.com>

[6] <https://www.sandoz.com.au/our-products/consumer-medicine-information-and-product-information>