



Division of Pharmacy and Medicines (DPM)

Declaration of a quality defect related to a medicinal product for human and veterinary use Patient form

The data protection notice, which explains how personal data is processed in the context of reporting quality defects, can be consulted online on the dedicated page of the [Division de la pharmacie et médicament - Portail Santé - Luxembourg](#)

Contact details of the reporter

First name and surname

Telephone

Email address

Postal address

Medicinal product

Brand name
(name on the box)

Dosage, pharmaceutical
form (tablets, capsules,
drops, suppositories, etc.)

Batch number
(present on the box: "LOT",
"Batch")

Expiry date
(present on the box: "EXP")

Name of the pharmaceutical
company

Has the company been
notified?

☐ Yes ☐ No

If so, when and how (by
email, telephone call, mail)?



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Did you receive any feedback from the company? Specify their response (please attach any relevant documentation)	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify:
Quality defect suspected	
Defect detection date	
Clear description of the defect	
Has the affected medicinal product been kept? <i>If yes, keep it for any subsequent request from the DPM and/or the pharmaceutical company.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the medicinal product been used?	<input type="checkbox"/> Yes <input type="checkbox"/> No Number of units used: Date of intake:
If possible, please attach a photo of the product with the quality defect.	



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Contact details for reporting

Please send this completed form and any other potentially useful information to the following contact details:

Division of Pharmacy and Medicines

E-mail: qualitydefects@ms.etat.lu for medicinal products for human use,
or luxvet@ms.etat.lu for veterinary medicinal products

Tel: +352 247 85592

Postal address:

Division of Pharmacy and Medicines
Health Directorate - Market Surveillance
2a Thomas Edison Street
L-1445 Strassen