



RETURN GOODS POLICY

PROCEDURE FOR RETURNING GOODS:

Prior authorization and a Return Goods Authorization Form (RGA) are required for the return of all products. All return requests must contain the following information:

Contact UPS Healthcare Customer Service at 888-888-8888 or via email at ushealthcarereturns@ups.com. Provide the following information and request:

- Customer name, street address
- Contact name and email
- Product name, description, product code, LOT#, expiration date and quantity to be returned
- Reason for return
- Proof of purchase (purchase order # and/or invoice#)

If approved, an RGA form will be provided via email. This form must accompany all returns.

RETURNABLE ITEMS:

- Authorized returns include the manufacturer's label code only
- Products purchased indirectly must be returned to the authorized wholesalers or distributors through which the original purchase was made
- Products that have been unopened, unmarked and in full trade units
- Product with less than six (6) months remaining shelf life.
- Expired product in original container/packaging with original labels may be returned for credit within one year (12 months) after the expiration date.
- Concealed damage claims made within five (5) days of receipt.
- Products that have been damaged in transit with a signed BOL noting the damage and where UPS Healthcare has been notified within five (5) business days from the date of receipt and returned within thirty (30) days from the RGA date.
- Products shipped in error on the part of UPS Healthcare provided that Customer Service is notified of the error within five (5) business days of receipt.

NON-RETURNABLE ITEMS:

- Products with more than six (6) months remaining shelf life
- Products retained more than twelve (12) months beyond expiration date

- Products damaged due to insurable causes such as fire or natural disasters, or if damaged/deteriorated due to improper handling or storage by the customer
- Products involved in distressed, sacrifice, fire or bankruptcy sale
- Returns made after thirty (30) days from the date of the RGA
- Products not purchased from UPS Healthcare
- Products purchased or distributed contrary to federal, state and/or local laws

TRANSPORTATION:

- Merchandise cannot be sent via Postal Service. It must be traceable in the event a package is lost in transit.

CONDITIONS FOR CREDIT:

- A valid RGA number must accompany all returns for proper credit.
- RGA numbers are valid for up to thirty (30) days from issuance. Expired RGA numbers will be considered invalid and no credit will be issued.
- All products must be returned within thirty (30) days of receipt of RGA by customer to receive credit. Products that have been destroyed by customers or agents of customers without prior approval from UPS Healthcare will not receive credit.
- Product must be in original, sealed, full, unopened, unaltered UPS Healthcare container to receive full credit.
- Product must be returned by the customer who purchased the product from UPS Healthcare.
- Returned products will be verified by UPS Healthcare and the final credit will be calculated based upon that count.

TERMS OF POLICY:

- All returns are subject to review by UPS Healthcare. Issuance of an RGA number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned goods. Unauthorized returned goods will be destroyed and credit will not be issued.
- UPS Healthcare will not reimburse fees due to the processing third party returns, destruction charges, and shipping costs or processing.
- Return goods credit must be taken within one year of date of issue or credit will be void.
- UPS Healthcare reserves the right to amend this policy by written notification to the purchaser.
- UPS Healthcare does not pay or reimburse fees incurred for the processing of or destruction of products processed through a third-party returns company.
- Products that do not qualify for credit or reimbursement will be destroyed and not returned to the customer.