



INDEPENDENT PHARMACEUTICAL

RETURNS POLICY

POLICY STATEMENT:

PRIOR AUTHORIZATION IS REQUIRED FOR ALL RETURNS. Contact our Customer Service or Sales Department by calling 888-258-5036. By returning drug product(s), you are certifying that they were purchased directly from Independent Pharmaceutical LLC; that the product(s) have been stored properly at a temperature indicated on the product label in the original bottle; bottles have never been opened and drug product(s) have never been repackaged, in compliance with the Prescription Drug Marketing Act.

RETURNABLE ITEMS:

Credit will only be given for merchandise authorized for return under the following conditions, and accompanied by a completed Return Authorization Form:

- ✓ In-date merchandise, six (6) months prior to expiration date.
- ✓ Un-opened, un-adulterated, sealed and in saleable condition.
- ✓ Only purchases made directly from Independent Pharmaceutical in original containers.
- ✓ Concealed damage claims made within three (3) business days of receipt.
- ✓ Product received in error or damaged in shipping (accompanied by signed bill of lading noting damage) if reported to Independent Pharmaceutical customer service within seventy two (72) hours of receipt and returned within thirty (30) days of receipt.

NON- RETURNABLE ITEMS:

(No credit, unless otherwise required by regulation or law)

- x Any product purchased as short-dated or close-out inventory.
- x Refrigerated products.
- x Packages that arrive at our distribution center without prior approval or items which were not included on the Return Authorization Form.
- x Products with lot number or expiration date missing, covered, removed or unreadable.
- x Products stickered, marked, coded, dated, damaged, soiled or adulterated in any way.
- x Products damaged or deteriorated due to conditions beyond manufacturer control, such as improper storage or handling (heat, stored under improper conditions or exposed to fire, smoke or water).
- x Free goods.
- x Freight fees unless the return is a result of our error.
- x Any product purchased more than 90 days prior to requesting Return Authorization.
- x Products received with concealed damages NOT reported within three (3) business days.

PROCEDURE FOR RETURNING MERCHANDISE:

1. Contact our Customer Service Department or your Account Manager by calling 888-258-5036 to obtain a Return Authorization Request.
2. Provide all pertinent item information such as: Description, NDC numbers, invoice numbers, lot numbers and expiration dates, reason for returning.
3. Upon approval, we will send you a Return Authorization Number (RA#) that must be marked on the outside of the box and a Return Authorization Form which must be signed and accompany the returned merchandise.
4. Do not mark shipping carton with actual product content.
5. A return authorization label does not provide prepaid freight unless the return is a result of our error. Returns not due to our error may be shipped by your carrier of choice. If returns are not due to our error, your carrier of choice must be able to bill you directly for the shipping expense.

ORDER ERRORS

- ◆ Claims due to order fulfillment or computer errors must be reported within five business days of receipt and are returnable for full value at our freight expense.
- ◆ Independent Pharmaceutical will provide a call tag for returns due to our error. Please note these tags are only valid for 10 days and may only be used for products shipped in error.
- ◆ Please note call tags are not eligible for Saturday pick-up.

TERMS OF OUR POLICY

- ◆ Credit on returned merchandise will be based on the current sales price or original invoice price, whichever is lower, and adjustments will be made, where applicable, for free goods, discounts, promotions, etc.
- ◆ All credits will be issued in the form of a credit memo, no checks will be mailed. Credit will be issued within 30 days of receipt.
- ◆ Overstock returns must be unopened, unmarked, and returned not less than six months prior to the expiration date marked on the product. A 20% restocking fee will apply. Requests over \$1000.00, with valid pedigree, are subject to special review and restocking fee.
- ◆ Pedigree verification will be performed upon return of product(s) to our warehouse prior to credit being issued for items returned.