



Return Goods Policy
Policy Statement & Summary Effective
16FEB2021

All product return requests, except as stated below, should be directed to Inmar Pharmaceutical Services.

General Guidelines:

Pharmaceutical Associates, Inc. will only accept returns from wholesalers purchasing directly from Pharmaceutical Associates, Inc., or through an authorized distributor of record for purposes of resale. Wholesalers/distributors are not authorized to accept returns on PAI items from their customers, or to issue credit to their customers' returns of PAI products on our behalf if these items were not purchased directly from the Wholesaler/distributor. All direct purchase pharmacy/customer returns will be processed on a direct basis and in full compliance with PAI's Return Goods Policy. To the extent that this policy conflicts with the requirements of any applicable state law, the policy will parallel the applicable state law. Returned product that does not meet these requirements will be destroyed and no credit will be extended.

Ways to request a return authorization:

1. The most efficient way to obtain your return label and track the progress of the return is by visiting Inmar's RA website at [lmps://clsnetlink.com](https://clsnetlink.com) (you will be required to upload a debit memo in PDF format).
2. E-mail debit memo to rarequest@inrmar.com
3. Fax debit memo to 817-868-5343

Customer Service representatives at Inmar are available to answer questions you may have on how to return product, at 1-800-967-5952.

Wholesalers/Distributors may return merchandise from their inventory for credit for a period up to one year after label expiration. Qualifying Returned Goods are to be shipped FOB Destination.

Non-Returnable Product

Products Not Covered by PAI's Return Goods Policy include the following:

- Unauthorized returns or products returned without Return Authorization.
- Product that has more than six (6) months remaining on its expiration date.
- Product that has been discontinued for over a year.
- Product that has been expired for over a year.
- Product returned by a source other than the original purchaser or authorized distributor of record.
- Product with lot number or expiration date missing, covered, removed or unreadable.
- Product returned freight collect; products opened, tampered with, or with seals broken.
- Product defaced with stickers, price markings, and label alterations.
- Product damaged by improper storage or handling.
- Product sold on a non-returnable basis.
- Product involved in fire, flood, or catastrophe.

- Product involved in bankruptcy, sacrifice, distress sale.
- Product obtained illegally or sold as short-dated, close-out, special promotion or sold as non-returnable.
- Product purchased for the purpose of stockpiling for speculative means.
- Product shall be ineligible for return when the intent of the customer is to temporarily reduce inventory.
- Credit may be reduced or refused when inadequate inventory controls cause excessive product return.

Inmar will not accept returns of product shipped or ordered in error or concealed damage claims, without prior authorization from PAI. Product returns for product or packaging complaints or quality issues must be reported to the manufacturer. Please contact Pharmaceutical Associates, Inc. directly at 800-845-8210 (within 10 days of receipt) to obtain authorizations/instructions on how to return. Claims for damaged goods and shipping errors will be honored promptly upon notification from the wholesaler. In the event of a shipping error or a claim for damaged merchandise, PAI will issue shipping label, return authorization and temperature data logger (if necessary) to be included with returned product, or will authorize shipment to Inmar.

Credit:

All eligible product will be credited based on the wholesaler's net acquisition cost, inclusive of any and all special discounts/rebates, or the current prevailing wholesale price list, whichever is lower. Products sold by the wholesaler on bid shall have reversal of chargeback debits. No credit will be researched or issued for any returns if requested one year or more after the date the debit memorandum was issued. No information will be provided to anyone other than the original purchaser. Credit will be issued by credit memorandum.

Pharmaceutical Associates, Inc. is not responsible for transportation charges or additional fees from its customer's 3rd party returns processor.

Overages:

In the case of an overage you wish to keep, notify PAI, provide an image of the barcode label(s) and hold product for ASN before adding to stock.

Serialization:

Due to the requirements of serialization, photographs of case labels must be submitted with overage and damage claims.

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