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Phone (844)283-9825 Fax (909)525-4142

### **RETURN GOODS POLICY**

**Apnar Pharma LP, USA, Return Goods Policy over-rides all other Return Goods Policies from distributors, wholesalers, pharmacies, retailers, clinics and hospitals.**

#### **1: Return Authorizations:**

A Return Authorization is required to return Apnar Pharma LP products.

Products will not be credited without a Return Authorization and credit will only be issued if it is within the terms and conditions of the return policy.

Return Authorization expires sixty (60) days from date issued.

For product returns due to shipping errors on the part of APNAR PHARMA LP, product damaged by APNAR PHARMA LP (or its agents), or non-conforming products requiring Regulatory review, please contact APNAR PHARMA LP's Customer Service Department within five (5) business days of receipt at (844)283-9825 for return instructions. Products must be returned within fifteen (15) days of receipt to be eligible for credit.

#### **2: Return Authorization Requests:**

Requests for Return Authorizations (box labels) can be made by any of the below methods:

1. Accessing the Inmar website <https://returns.healthcare.inmar.com> (you will need to upload a PDF copy of your debit memo)
2. E-mail your debit memo to [rarequest@inmar.com](mailto:rarequest@inmar.com), be sure to include the NDC#, Lot# and expiration dated assigned to each item.
3. Fax your debit memo to Inmar at 817-866-5343

Return shipments should be sent to:

Inmar RX Solutions, Inc.

3845 Grand Lakes Way, Suite 125, Grand Prairie, Texas 75050

### **3: Transportation and/or Shipping Charges:**

\*Prepaid by the customer (withing the exception of product shipped due to an error on the part of APNAR PHARMA LP, product damaged by APNAR PHARMA LP or its agents, or non-conforming products requiring Regulatory review)

### **4: Returnable Items:**

\*Unopened, authorized, properly labelled expired products up to 6 (six) months past expiration date except as required by federal or state law or regulations.

\*Any products damaged by APNAR PHARMA LP (or its agents), provided it is returned unopened within 15 (fifteen) days of receipt. Please contact APNAR PHARMA LP (or its agents), provided it is returned unopened within 15 (fifteen) days of receipt. Please contact APNAR PHARMA LP customer service Dept. within 5 (five) business days of receipt at (844)283-9825 for specific return instructions.

\*Any products shipped due to an error by APNAR PHARMA LP, provided it is returned unopened within 15 (fifteen) days of receipt. Please contact APNAR PHARMA LP customer service Dept. within 5 (five) business days of receipt at (844)283-9825 for specific return instructions.

\*Non-conforming products requiring Regulatory review by APNAR PHARMA LP, provided it is returned within 15 (fifteen) days of receipt. Please contact APNAR PHARMA LP customer service Dept. within 5 (five) business days of receipt at (844)283-9825 for specific return instructions.

\*Recalled, withdrawn or discontinued APNAR PHARMA LP products. Please contact APNAR PHARMA LP customer service Dept. at (844)283-9825 for specific return instructions.

### **5: Non-Returnable Items**

\*Products with more than 6 (six) months expiration.

\*Returns made after 60 (sixty) days from the date of the return authorization.

\*Partially or fully opened containers, unless otherwise required by law.

\*Overstocked items.

\*Private label or repackaged products.

\*Products that have deteriorated due to improper storage, heat water, smoke, etc.

\*Products involved in a fire, flood, or other insurable events.

\*Products returned by any other source other than the original purchaser.

\*Products with missing label or missing lot number and/or expiration date or products marked, coded, or altered in any way.

\*Products purchased or distributed contrary to federal, state and local laws.

\*Products sold by APNAR PHARMA LP on a non-returnable basis, such as free goods, products provided at no charge for promotional incentive, samples or short dated products sold as such.

## **6: Returns Valuations:**

\*All APNAR PHARMA LP products purchased on a direct basis will receive credit based on the lower of direct or indirect contract purchase price or the original invoiced price.

\*All APNAR PHARMA LP products purchased on an indirect basis **must be** returned through wholesaler or distributor of purchase or their designated third party returns processor. Indirect returns will be credited through the wholesaler or distributor of purchase at the lower of the acquisition or current direct or indirect price at APNAR PHARMA LP's discretion. Indirect returns not returned by the wholesaler or distributor will be denied credit.

## **7: Terms of Return Policy:**

\*Product must be returned with an approved return authorization form. APNAR PHARMA LP reserves the right to destroy all returns without a return authorization without recourse.

\*Only full bottles will be issued full credit.

\*Credit will be issued in the form of a credit memo only.

\*APNAR PHARMA LP will not accept deductions on invoices for returns but will issue a credit memo. Please do not make any deductions from remittances in anticipation of credit.

\*Return goods credit must be taken within 1 (one) year of date of issue or credit will be forfeited.

\*Proof of return is the customer's responsibility.

## **8: company Disclaimer:**

**APNAR PHARMA LP**, at its sole discretion, reserves the right to destroy merchandise as having no value when deemed unfit for sale whether it is returned with or without any approval.

## **9: Other Limitations:**

\*Errors in ordering will only be authorized for return if a request has been made with 5 (five) days of receipt of order.

\*APNAR PHARMA LP reserves the right to disallow claims for outdated merchandise in excess of 1% total purchases of a given product during the previous 12 (twelve) month period.

\*Please allow 4-6 weeks for all returns to be processed and all credits to be issued.

\*Deductions for returns without prior authorization by APNAR PHARMA LP will not be honored.