



PharmaForce

Returned Goods Policy

- Products are returnable to PharmaForce only by contacting the Customer Service Department. This policy applies to all products purchased from PharmaForce. This policy applies to both Direct and Third Party returns.
- 100% credit will be issued for products up to six (6) months beyond their expiration, unless such products are subject to any of the restrictions described below, in which case credit will not be issued.
- No credit will be given for products if they are: not in their original condition; special customer specification products; not in their original unopened packages; discontinued products; products damaged by fire, smoke, heat, water or other peril; products damaged by improper handling, storage, shipping or products handled or stored contrary to PharmaForce's instructions, and packages which have been marked or disfigured in any way.
- Products that are designated as non-refundable by PharmaForce are sold as final and are not eligible for returns credit. In addition, PharmaForce products purchased as final under special terms are not eligible for returns credit.
- Products shipped in error by PharmaForce are subject to 100% replacement credit if returned in original condition within thirty (30) days of receipt. Replacement credit will include all reasonable and customary return shipping charges when authorized by our Customer Service Department.
- All merchandise must be in FULL SHELF PACK quantities. Partial returns will neither be accepted nor credited.
- A 20% restocking charge will be charged against all merchandise returned to PharmaForce due to customer order error. Such merchandise must be saleable and in case quantities.
- PharmaForce product subject to return goods credit must not be destroyed without an authorization from PharmaForce, and the signature of an authorized representative of the customer as witness of the destruction.
- PharmaForce reserves the right of inspection by a local representative prior to shipment of returns for any reason.
- PharmaForce's decision is final concerning the determined value of the returned goods. In general, customers will be credited for the price at which they purchased the merchandise, if they or PharmaForce can provide proof of purchase. Otherwise, wholesaler customers will be credited at the current Wholesale Acquisition Cost (WAC), distributor customers will be credited at the current Distributor Contract Price, and end-user customers will be credited Average End-user Contract Price.
- Credits will be issued only to Direct Accounts.

Returned Goods Procedure

1. To request a Returned Goods Authorization, fax (414-434-4603) or mail the following information to PharmaForce's Customer Service Department:
 - NDC number and description
 - Quantities
 - Lot number and expiration date
 - Reason for return
 - Invoice number and P.O. number of original purchase
 - The following statement with an authorized signature:

I hereby certify that all PharmaForce products were stored in compliance with product labeling requirements while in our possession.
2. Upon receipt of all this information, PharmaForce's Customer Service Department will issue a Return Goods Authorization Form or a Credit memo. Compare the information on the Return Goods Authorization Form with your records and report any discrepancies to the Customer Service Department. Place a copy of the Returned Goods Authorization Form in the shipping carton and send it to the warehouse address provided.
3. All returned goods must have an authorization number clearly indicated on the outside of each carton.

PharmaForce only promotes and warrants products for use according to approved labeled indications. Please reference the package insert for full disclosure information.

THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL PharmaForce BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, IRRESPECTIVE OF WHETHER ATTRIBUTABLE TO CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE.