



UPSHER-SMITH

Pharmaceuticals Since 1919

Return Goods Policy

1. Prior authorization is *not* necessary except for Schedule II-V Controlled Product Returns outlined below.
2. Credit will be issued for unopened packages of products only, except as provided in 6. below.
3. **Direct-customers:** returns for credit (no handling charges or other fees will be considered) should be sent prepaid and in original Upsher-Smith packaging directly to: Upsher-Smith Laboratories, Inc., Attention: Return Goods Department, 6701 Evenstad Drive, Maple Grove, MN 55369.
4. **Non-direct customers:** return Upsher-Smith products to the wholesaler from whom you purchased the product, or through your third-party returns processor. Credit for returns will be issued through the wholesaler.
5. Credit for returned products will be based on the customer's acquisition or contract price for the product in effect as of the date the returned product is received by Upsher-Smith. A restocking fee may be assessed.
6. Customers in Mississippi, North Carolina and Georgia: outdated (within 6 months of labeled expiry date) and open or partial packages of prescription drug product in original Upsher-Smith packaging, not accepted for return by your wholesaler, may be returned through your third party returns processor for credit from Upsher-Smith.
7. Pricing or other customer debit memo discrepancies not raised by customer within six (6) months of receipt of invoice or debit memo will not be considered.
8. Returned products are subject to evaluation at the time of receipt. Upsher-Smith reserves the right to destroy products deemed unfit or unsafe for use.
9. If you have any questions, please contact our Return Goods Department at 800-654-2299, x2119.

Schedule II-V Controlled Product Returns:

Upsher-Smith recommends that you return all controlled substances through your third party returns processor. If you have questions contact Upsher-Smith Return Goods at 1-800-654-2299, x2119.

Refrigerated Products:

Upsher-Smith cannot ensure and verify that a product that requires refrigeration has been maintained at appropriate temperatures while outside of our control. Therefore, Upsher-Smith requests that refrigerated products not be physically returned to Upsher-Smith. Please process such returns through your third-party returns processor.

Time Limits:

Items eligible for return may be returned for credit up to twelve (12) months after the expiration date on the package or label. After twelve (12) months beyond the expiration date, items are no longer eligible for credit.

Items Not Eligible For Credit:

Please limit returns only to merchandise eligible for credit. Ineligible items cannot be returned and will be destroyed with no credit allowed. Georgia customers will be notified within 30 days if it is determined that an item was not returned in compliance with this Return Goods Policy. The following items are not eligible for credit:

1. Items of more than twelve (12) months beyond the expiration date.
2. Open or partial packages, except as provided above (or as otherwise required by applicable state law).
3. Product not in original container or repackaged by a third party.
4. Merchandise without a label.
5. Returns submitted without a valid batch number.
6. Saleable merchandise where customer's intent is to reduce inventory.
7. Merchandise damaged by fire, smoke, heat or water resulting from a fire or other insurable hazard.
8. Merchandise which has been involved in a fire sale, sacrifice or bankruptcy sale or has been acquired in other than normal channels of trade distribution.
9. Merchandise obtained in violation of state or federal law.
10. Items expressly sold on a non-returnable basis.
11. Credit will not be issued for destroyed product unless processed and validated by a recognized third party disposal company.
12. In-date merchandise ordered in error or shipped in error by wholesale distributors. In such circumstances, wholesalers are expected to make proper adjustments.