

# Return Goods Policy

## SECTION 1 – CONCEALED DAMAGED PRODUCT

- 1.1 A Return Goods Authorization (RGA) is required for all product returns.
- 1.2 All Concealed Damaged Product must be reported to Customer Support within **5 business days** of delivery (even when an automated fax is processed as a contact must be provided for the return authorization and call tag to be issued) at 877-302-7495 or by email to [CustomerSupport@americanhealthpackaging.com](mailto:CustomerSupport@americanhealthpackaging.com)
- 1.3 No deductions shall be taken until a Return Goods Authorization has been processed referencing the purchase order number as the debit memo and the product has been received by American Health Packaging, inspected and processed under the RGA issued.
- 1.4 Concealed Damaged product must be returned to:  
*American Health Packaging  
Attn: Receiving Department  
2550 John Glenn Ave – Suite A  
Columbus, Ohio 43217*
- 1.5 All freight/postage charges will be pre-paid by American Health Packaging to return concealed damaged product.

## SECTION 2 – REFUSED DAMAGED PRODUCT

- 2.1 All Refused Damage Product must be reported to Customer Support **immediately upon delivery refusal** at 877-302-7495 or by email to [CustomerSupport@americanhealthpackaging.com](mailto:CustomerSupport@americanhealthpackaging.com) for a Return Goods Authorization (RGA) to be processed.
- 2.2 No deductions shall be taken until a Return Goods Authorization has been processed referencing the purchase order number as the debit memo and product has been received by American Health Packaging, inspected and processed under the RGA issued.

## SECTION 3 – SHIPPING ERRORS AND SHORTAGE CLAIMS

- 3.1 All product received OR not received due to a shipping error must be reported to Customer Support **immediately upon delivery or failure** of delivery at 877-302-7495 or by email to [CustomerSupport@americanhealthpackaging.com](mailto:CustomerSupport@americanhealthpackaging.com) Failure to report any discrepancies will result in no credit issued.
- 3.2 All freight/postage charges will be pre-paid by American Health Packaging to return product due to a shipping error. Shortage Claims will be investigated before credit is issued.

## SECTION 4 – RECALLED PRODUCT RETURNS

Recalled product returns are required to be processed according to the recall notice that is issued on the product and credit will only be issued if product is returned by the required date on the recall notice. No recalled product shall be submitted to a Third Party Return Company as an outdated product. No credit will be issued if the recall notice has not been followed as required.

## SECTION 5 - OUTDATED PRODUCT RETURNS

American Health Packaging requires **ALL** outdated product returns to be submitted to your Third Party Return Company and must meet our Returnable Merchandise requirements in section 5.1 for credit to be considered. Your Third Party Return Company must submit a debit memo by email to our Customer Support team at [CustomerSupport@americanhealthpackaging.com](mailto:CustomerSupport@americanhealthpackaging.com) for authorization to destroy the product. All debit memos must include the following information:

- A. Debit memo reference number
- B. Wholesaler name, address, telephone number and DEA number.
- C. Complete product description to include NDC number, Lot number, expire date and quantity of product.  
**(No credit will be issued without the complete product description listed on the debit memo).**

Once authorization to destroy the product has been given, American Health Packaging will require a proof of destruction notice from the Third Party Return Company **before** any credit will be issued to your account. Proof of destruction should be sent to the following:  
[ar@americanhealthpackaging.com](mailto:ar@americanhealthpackaging.com) and [CustomerSupport@americanhealthpackaging.com](mailto:CustomerSupport@americanhealthpackaging.com)

All freight/postage charges to return products to the Third Party Return Company are to be prepaid by the customer and it is recommended that customers insure all returns.

- 5.1 **Returnable Merchandise** -In order for product to be qualified as returnable, it must meet all of the following criteria:
  - A. The product must have at least 6 months remaining shelf life, but not be more than 12 months past expiration date.
  - B. Product must be packaged by American Health Packaging (AHP) and be in full, unopened packages/containers.
  - C. Product must be in the original containers.
  - D. Returnable Products include Unit Dose and Unit of Use.



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- 5.2 **Non-Returnable Merchandise** – All product not specifically identified in Section 5.1 above, are non-returnable items.
- 5.3 The following list of non-returnable considerations and non-returnable merchandise is for example only, and shall not be considered as an all-inclusive list.
- A. Unauthorized product returns
  - B. Product with more than 6 months expiration dating remaining
  - C. Product beyond 12 months expiration dating
  - D. Product which has deteriorated because of its inherent characteristics or a result of improper storage or damaged by fire, smoke, water or other influences beyond AHP's control
  - E. Product involved in sacrifice, fire or bankruptcy sales
  - F. Product sold on a non-returnable basis
  - G. Adulterated product
  - H. Partial packages
  - I. Ready to dispense Robot Pouches (APS)
  - J. Scan a dose
  - K. AHP will not accept any opened or unopened package returns taken back by the distributor from their customers.

## SECTION 6 – TERMS OF RETURN POLICY

- 6.1 Returns will be credited at the calculated net purchase price or net current price, whichever is lower.
- 6.2 Authorized returns of in-dated products (12 months or greater remaining shelf life) will receive credit equivalent to 75% of the estimated return value. A PDMA statement is required to be signed for all in-dated products to be returned.
- 6.3 Customer will receive credit for all returns – there will be no cash settlement.
- 6.4 American Health Packaging reserves the right to deny or limit credit for product returned in conditions other than acceptable.

