

Prasco Generic Return Goods Policy

RETURN PROCESS – RETURN AUTHORIZATION REQUIRED

Request for Return Authorization (Box Label) can be made by any of the following methods:

(Separate debit memos are required for each labeler code)

1. Access the Inmar website at <https://returns.healthcare.inmar.com> and provide all required information. (Box label printed from website)
2. E-mail your debit memo to rarequest@inmar.com. Include the following data: NDC number, lot number, and expiration date(s) assigned to each NDC. (Box label emailed)
3. Fax your debit memo to Inmar at (817) 868-5343. Include the following data: NDC number, lot number, and expiration date(s) assigned to each NDC. (Box label faxed)

Forward returns to the Inmar processing facility in Fort Worth, TX reflected on the Box Label.

For assistance with the return process, contact Inmar Customer Service at 1-800-967-5952. Hours of operation are Monday through Friday from 8:00 a.m. – 5:00 p.m. Eastern Time.

SHIPMENT ERRORS AND DAMAGES

Inmar will not accept returns for shipments made in error or damaged during shipment. Please contact Prasco Customer Service at 1-866-525-0688 for instructions.

- Damage claims and shipping errors must be reported by the receiving facility – claims reported by Accounts Payable, or other departments, i.e. “notice of deduction,” are not accepted.
- Issue must be reported within five (5) business days of receipt.
- Photos of the damaged product are required.

TERMS AND CONDITIONS

- o Credit for approved returns will be determined and issued by Prasco.
- o Credit will not be issued for products destroyed by the purchaser without prior written authorization by Prasco.
- o Transportation charges must be prepaid by the customer. Insuring and tracking are optional but suggested.
- o Any unauthorized returns to Prasco will not receive credit.

RETURNABLE ITEMS

- o Product within three (3) months of expiration
- o Outdated product not more than twelve (12) months past expiration
- o Product shipped in error or damaged in transit. (See above for details and instructions.)
- o Concealed damage claims made within ten (10) business days of receipt

Prasco Generic Return Goods Policy

NON-RETURNABLE ITEMS

- Product with more than three (3) months or more of remaining shelf life
- Product more than twelve (12) months past expiration
- Product shipped in error or damaged in transit; if not reported within five (5) business days of receipt or reported but not returned within ten (10) business days or not accompanied by signed proof noting damage.
- Concealed damage claims made after ten (10) business days of receipt
- Products sold on a non-returnable condition of sale. (short-dated, discontinuation, promotional, free goods, etc.)
- Partial product unless required by state or federal regulations.
- Products involved in a sacrifice, fire, or bankruptcy sale.
- Products damaged by insurable adversities such as fire, smoke, water or other acts of God.
- Product damaged by improper handling.
- Private label, repackaged product, products not in original container or product in original container that has been marked, coded or disfigured.
- Product sold contrary to local, state or federal law.

THIRD PARTY PROCESSING

- Third party processing fees are the responsibility of the customer.

DISCLAIMER

- Prasco may, at its sole discretion, make changes without prior notice to the Returns Good Policy.
- Prasco reserves the right to destroy merchandise returned and deemed unfit for sale regardless if it is accepted for credit.
- Prasco will not directly reimburse consumers or pharmacies.

APPLICABLE PRASCO CONTRACT TERMS MAY OVERRIDE THIS POLICY