

RETURNED GOODS POLICY

Mission Pharmacal Company (Mission) values your business and appreciates the opportunity to serve you and your customers. To ensure returned products are processed correctly, please review our returned goods policy and procedures:

Eligibility Requirements:

Eligible Product Returns	Ineligible Returns
Returns with a valid Return Authorization (RA)	Unauthorized returns.
Returns from parties purchasing directly from Mission or an Authorized Distributor of Record (ADR) of Mission. Mission reserves the right to request proof of purchase.	Product distributed outside of the US, Puerto Rico or US territories or obtained in violation of any Federal, State or local law.
Unexpired product within six (6) months prior to labeled expiration date.	Product that has more than six (6) months remaining on its expiration date or that is more than six (6) months past expiration date.
Expired product, but no more than six (6) months beyond labeled expiration date.	Partial containers, except as required by applicable state law.
Expired product in sealed, original unopened Company containers.	Samples or any products provided free of charge.
Minimum return value of \$100.00.	Product that has been involved in sacrifice, fire or bankruptcy sales or has been damaged by fire, smoke, water or obvious damages (i.e., box-cutter damage) consequent to opening of packages.
Obvious damages noted upon receipt (refuse upon receipt).	Breakage or shortages not reported within 14 days after receipt of the product.
Concealed damages, reported within 14 days of receipt.	Return as a result of inadequate inventory controls resulting in temporary inventory reduction.
	No lot number or unreadable lot number.

Current-Dated (Overstock or Damaged) Returns:

Customers returning product that is resaleable must be returned in its original condition and ship in accordance to manufacturer's recommendations and requirements. Call tag will be issued for product returns once Product Storage Statement is signed. Questions regarding the return of in-date, overstocks/damages should be directed to: Credit.department@missionpharmacal.com or via fax at 800-681-4050.

Eligible Product Returns Procedure:

Mission is pleased to announce our partnership with MedTurn, Inc., an Inmar Company (Inmar), in processing all merchandise returns. Effective September 22, 2014 unsaleable return requests should be directed to Inmar at 4332 Empire Rd., Ft. Worth, TX 76155.

- Request for Return Authorization (RA) must be made by one of the following methods:
 1. The most effective way to obtain your return label and track the progress of the return is by visiting Inmar's RA website at <https://clsnetlink.com>. (You will be required to upload a debit memo in PDF format.) Debit memo must include readable manufacturer name, product name, NDC and lot number.
 2. Email debit memo to rarequest@inmar.com
 3. Fax debit memo to 817-868-5343.
- All returns to Inmar must be shipped with an Inmar RA box label. The box label is linked to the specific debit memo and the box contents should not include contents from other debit memos.
- Inmar representatives are available to assist M-F 7AM to 5PM CST at 800-967-5952.
- Transportation charges will be prepaid by customer unless return is being made due to a process or shipping error.
- Mission will not be responsible for charges incurred by customer using other return facilities.

Credit:

For Direct Purchases:

All expired product returned in accordance with and subject to the other terms and conditions set forth herein will be credited at the net purchase price in place at the time of purchase.

For Contract Purchases:

For returns from a customer who is receiving contract prices, credit will be issued at the contract price in place at the time the product was purchased. Credit will be issued based on unit count received at our returns warehouse site.

Disclaimer:

All returned products received by Mission not meeting the above eligibility guidelines will not be accepted and credit will not be issued. This policy is subject to applicable state and/or other regulatory agencies' regulations. Mission reserves the right to modify this policy at any time.



FORM

MPC-FRM-645.00

Effective Date: 18, Feb 2020

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Title: MPC-FRM-645 Product Storage Statement (Mission Pharmacal)

Product Storage Statement

Customer: _____

PO#: _____

Date: _____

RA#: _____

In accordance with Mission Pharmacal's "**Returned Goods Policy**", Business Customers must confirm that the products shipped by Mission were received under the proper storage conditions as recommended by the manufacturer. In addition, the customer must confirm that while the product was in their custody, it was stored under recommended storage conditions and will be returned to Mission under recommended transport conditions in accordance with manufacturer's recommendations. This includes proper shipping transportation for temperature sensitive products in order to preserve the integrity of the product. All of these conditions must be met in order to consider the product eligible for restock.

Items returned:

NDC #	Description	Quantity	Expiry

I agree that the products listed above were stored and shipped in accordance to the Manufacturer's recommendation.

Name: _____

(Print)

Name: _____

(Signature)

Title: _____

Date: _____