



Return Goods Policy

Return Authorizations:

- For RA requests, please fax 817-868-5343, email rarequest@inmar.com or call Inmar's Customer Service Department at 800-967-5952.
- Please ensure a debit memo number is provided for each request.
- Include NDC#, LOT# and expiration dates must be provided on debit request for all products you wish to return.
- RA number must be clearly displayed on the outside of all packages.
- Prior authorization is required for destruction of product.

The issuance of an RA number does not guarantee credit will be given. Items must meet the terms of this return goods policy in order to receive credit.

Items Eligible for Return:

- Unopened product with seals intact within six months of the expiration date.
- Overstock product within 12 months prior to expiration date (full case quantities only).
- Products damaged during shipping to the customer, provided it is returned unopened within 30 days. Photos of damages must accompany the request.
- Products received due to shipping error, provided it is returned unopened within 30 days.

Please send authorized returns for unopened expired products to:

Returned Goods Department
Sun Pharmaceutical Industries, Inc.
C/O Inmar-South Dock
4332 Empire Road
Fort Worth, TX 76155

Please contact Sun's Customer Service for overstocks, damaged product, shipping errors, or other questions at: 800- 818-4555.

Non-Returnable Items:

- Products more than six months past the expiration date.
- Products partially or fully opened with either missing or broken seals.
- Products returned by a source other than original purchaser.
- Products that have deteriorated due to improper storage, heat, water, smoke, etc.
- Products involved in fire, flood, or other insurable events.
- Products sold on a non-returnable basis.

Terms and Conditions of Return Policy:

- Authorized returns may be subject to a 15% handling and disposition fee.
- Product must be returned within 90 days of RA issuance, after 90 days the RA will be cancelled and it will be the responsibility of the customer to request a new RA.
- Shipping charges must be prepaid by customer.
- Credit will be issued in the form of a credit memo based on current prevailing cost or the net cost of acquisition to the customer, whichever is lower.