



## 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.