

# **RETURN GOODS POLICY**

All returns of merchandise purchased from Value Drug are to originate at ValueDrugHUB by clicking on the "Returns" tab once you have logged in. The return of salable merchandise to Value Drug for re-distribution will be processed there. To return unsalable merchandise, you must access the website of our 3<sup>rd</sup> party returns processor, Inmar by using the "Inmar Netlink" link which is also found under the "Returns" tab.

**The Board of Directors reserves the right to change this Policy at any time without notice to meet the needs of the Company or to comply with laws and regulations.**

1. Any prescription drug or over the counter pharmaceutical product purchased from Value Drug Company may be returned without charges within 180 days of the purchase invoice date, except for special-ordered items, items designated as non-returnable at the time of purchase, damaged merchandise, merchandise with stickers attached and certain products that re-sale is prohibited by the manufacturer. All items must have a minimum of seven months remaining until original manufacturer expiration date and be in such condition to be resold by Value Drug. All shipping and ordering errors (either shipping errors by Value or ordering errors by the customer) as well as damages in shipment should be reported to Value within two working days by calling Customer Service at (800) 252-3786 or (814) 944-9316. The merchandise must then be returned to Value within a fourteen-day period and credit will be based on invoice price. Merchandise received short-dated (less than 7 months effective shelf life) may be returned under the terms of this section.
2. The credit issued for returns to Value Drug after 180 days from the invoice date, will be current invoice price minus a 10 percent handling fee. Value Drug reserves the right to credit at original invoice price in situations where there have been significant price changes on a product since time of purchase. Credit will depend on the salability of the product, with the integrity of the product not compromised.

Most companies allow the wholesaler six months or one year to return outdated merchandise for credit. Credit will depend on whether or not the manufacturer will accept returned merchandise for credit. There will be a 20 percent return handling fee assessed on the return value determined by the manufacturer for outdated and damaged returns processed by our third party vendor. Value Drug does not guarantee the sale of merchandise ordered by our customers. Some specials of short-dated merchandise are strictly non-returnable.

3. Special-ordered items (items not stocked by Value Drug) cannot be returned unless Value Drug is able to secure permission from the manufacturer. When requesting authorization to return special-ordered items, please provide us with the invoice number, invoice date, and a copy of the invoice. Re-stocking fees and freight costs will be charged to the customer.
4. Repacks cannot be returned.

5. Opened or partial quantities are not returnable to Value Drug stock.
6. **PLEASE REMOVE ALL MARKINGS INCLUDING VALUE DRUG OR ANY OTHER STICKERS OR MARKINGS ON THE PRODUCT.** If the package or label is defaced, there will be no credit and the merchandise will be returned to the customer. When returning full-case goods, apply the RMA produced at ValueDrugHUB to the outside of the case package.
7. Deleted or discontinued items will be issued credit only if we are able to secure credit from the manufacturer.
8. Schedule II order errors can also be processed at ValueDrugHUB. All items submitted must then be approved by Value Drug's buying department.
9. To request a return of refrigerated items due to a shipping error, contact Customer Service for proper instructions.
10. All returns must have the RMA number provided by ValueDrugHUB displayed on the top of the return tote or carton in compliance with instructions to assure proper credit.
11. Regulations require that in-date biologicals, pharmaceuticals, and OTC items returned for credit are stored under conditions that will maintain their stability, integrity, and effectiveness; and, to assure that they are free of contamination, adulteration, and deterioration. In compliance with these regulations, a disclaimer on the RMA manifest must be signed by our customer for each "return to stock" return made to Value Drug Company.
12. All merchandise must be in a sturdy shipping carton (in a Value Drug tote secured by YELLOW return ties for returns to stock) and packaged in such a manner as to avoid possible breakage. This will help avoid both damage and opportunity for loss. A copy of the signed RMA form must be included inside the package. Yellow return ties can be ordered using DOE #599191.
13. Customers serviced by U.P.S. (United Parcel Service) or Fedex should contact customer service prior to preparing their returns to receive proper instructions and shipping labels.
14. Customers serviced by common carriers should prepare their "Return to Stock" returns in accordance with instructions from ValueDrugHUB and give the secured tote to their delivery driver.