



Goods Return Policy

1. Purpose

This policy outlines the procedures and conditions under which pharmaceutical products may be returned to Umedica Laboratories Inc., ensuring compliance with regulatory standards and maintaining product integrity.

2. Scope

This policy applies to all customers who have purchased products directly from Umedica Laboratories Inc., including wholesalers, distributors, and healthcare facilities under Umedica labeler code 60290 to be through our designated returns processing partner, Inmar.

3. Return Authorization (RA)

- **Requesting RA:** Customers must obtain a Return Authorization (RA) before returning any products. Requests can be made by either of the following methods:
 - i. Accessing the Inmar website at <https://hrm.reskureturns.com> (you will need to upload a PDF copy of your debit memo)
 - ii. E-mail your debit memo to rarequest@inmar.com.
 - iii. Fax your debit memo to Inmar at 817-868-5343
- **Required Information:** To process RA requests, customers should provide:
 - Customer name, street address, account number, DEA number, and e-mail address
 - Wholesaler name, street address, account number, DEA number, and e-mail address.
 - Debit memo reference ID # and debit memo date
 - Product Name and NDC Number

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- Quantity and Lot Number
 - Expiration Date
 - Reason for Return
 - Proof of Purchase (if requested)
 - **RA Validity:** Issued RAs are valid for 30 days. Returns received after this period may not be accepted.
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4. Returnable Products

Products eligible for return include:

- Products with at least 6 months of shelf life remaining.
 - Products returned within 12 months after the expiration date.
 - Products received in error or damaged during shipping, reported within 48 hours of receipt.
 - Discontinued, withdrawn or recalled products.
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5. Non-Returnable Products

The following products are non-returnable:

- Products dated more than twelve (12) months beyond the expiration date
- Products that have been discontinued for more than one (1) year.
- Product not in original sealed packaging
- Products purchased or distributed in violation of any federal, state, or local law or regulation.
- Products not purchased directly from Umedica or authorized wholesaler.
- Returns of excess inventory resulting from inadequate customer inventory Controls.

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- Overstock products that are in date.
- Products with stickers marked, coded, dates, damaged, soiled or adulterated in any way.
- Products sold on a non-returnable basis.
- Samples or promotional items.
- Products donated to external parties.
- Products damaged by fire, flood, or other catastrophes.
- Products stored outside labelled storage conditions.
- Products with removed or defaced labels.
- Private label products or repacked products.
- Products for which proof of purchase cannot be verified.
- Partial product except where mandated by state statute, i.e. Georgia, North Carolina, and Mississippi

6. Return Procedure

1. **Obtain RA:** Contact Umedica Laboratories Inc. to receive a Return Authorization.
2. **Prepare Return:** Package products securely to prevent damage during transit.
3. **Ship Return:** Send products to the designated return address provided with the RA.
4. **Documentation:** Include the RA number on the shipping label and inside the package.

7. Credit Issuance

- **Credit Method:** Credits will be issued as account credits; no cash refunds.

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- **Credit Value:** Credits are based on the lower of the original invoice price or the current list price.
 - **Processing Time:** Allow up to 30 days for credit processing after product receipt and inspection.
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8. Special Conditions

- **Controlled Substances:** Returns of controlled substances must comply with DEA regulations and require prior authorization.
 - **Third-Party Processors:** Returns through third-party processors require prior approval and must include detailed customer information.
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9. Contact Information

For questions or assistance with returns:

- **Website:** www.umedicalabsusa.com