



Goods Return Policy

Effective: September 1, 2026

1. Purpose

This policy outlines the procedures and conditions under which pharmaceutical products may be returned to Umedica Laboratories Inc. (ULI), 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, 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.healthcare.inmar.com>
(you will need to upload a PDF copy of your debit memo via the website link.)
- ii. E-mail your debit memo directly 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
- Quantity and Lot Number

4. Goods Return Policy is Subject to Change.



- 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.
 - **Transportation:** Transportation charges on all returned goods are the responsibility of the customer except when due to ULI error, as determined by ULI.
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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 - Discontinued, withdrawn or recalled products.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.

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- Returns of excess inventory resulting from inadequate customer inventory Controls.
- 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.
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7. Credit Issuance

- **Credit Method:** Credits will be issued as account credits; no cash refunds.
 - **Credit Value:** Credits are based on the lower of the original invoice price or the current list price.
 - For direct customers, ULI will issue credit for returns that will be calculated at the lower of the original net invoice price, or current net contract price.
 - For direct customers returning a non-contract Product purchased indirectly, credit will be given at a predetermined ULI return price.
 - For third-party customers, the return will be valued and a credit issued at calculated net contract price to your wholesaler or distributor, or if such a price is not readily available then a predetermined ULI return price less will be applied.
 - Third party processors must comply with all requirements of ULI's Return Goods Policy.
 - ULI will not process returns using pricing from the third party's internally generated price list.
 - ULI will not reimburse any service fees to the customer of processing agent for the miscellaneous fees (i.e., handling, processing fees) or freight charges incurred.
 - Third party returns must be in compliance with ULI's return policy.
 - **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
 - **Customer Service Dept:** customerservice@umedicalabs.com
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10. Terms of Policy

- ULI reserves the right to make the final determination on the valuation of the return.
 - ULI will not accept deductions from invoices for returns but will instead issue a credit memo. Please do not make any deductions from remittances in anticipation of credit.
 - Proof of return is the customer's responsibility.
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11. Disclaimer

- ULI does not pay or reimburse fees incurred for the processing of or destruction of Products processed through a third-party returns processing company.
- Products that do not qualify for credit or reimbursement will be destroyed and not returned to the customer. Customer will be notified of non-credited items.
- ULI reserves the right to change or update this policy upon written notice to customers.