



## **RETURN GOODS POLICY**

**Royal Pharmaceuticals LLC.** is committed to excellence in Customer Service and satisfaction. Should you need to return goods, please request Return Authorizations from our selected returns processor: **Cardinal**. Returns Authorizations can be made via email at: [GMB-SPS-ReturnRequests@cordlogistics.com](mailto:GMB-SPS-ReturnRequests@cordlogistics.com) or Fax 614-652-0271.

### **PROCEDURE FOR RETURNING GOODS**

*Prior authorization is required for the return of product.*

#### **All Return Goods requests must contain the following:**

1. Customer name, street address and email
2. Product Name, NDC #, quantity, and lot #
3. Expiration date and date of purchase
4. Reason for return
5. Debit Memo #

If approved, the authorization will be provided via email or fax. The return authorization must accompany all returns.

If you have questions, or require additional assistance, please call Royal Pharmaceuticals Customer Service at: 1-800-510-3401.

### **RETURNABLE PRODUCT**

**Royal Pharmaceuticals** will accept the following for credit:

- Expired product-not more than twelve (12) months past the expiration date.
- Product with not more than six (6) months prior to the expiration date.
- Product shipped in error on the part of **Royal Pharmaceuticals** provided the product is returned intact within thirty (30) days. Return shipping charges will be credited.
- Product damaged in transit provided the product is returned unopened within thirty (30) days. Return shipping charges will be credited.
- Concealed damage discovered upon package opening. Return shipping charges will be credited.
- Partial units only where mandated by state statute, i.e., Georgia, North Carolina and Mississippi.

### **NON-RETURNABLE PRODUCT**

*The following merchandise is considered non-returnable*

- Product returned without the authorization form
- Non-expired product
- Product more than twelve (12) months past the expiration date.
- Product with more than six (6) months prior to the expiration date.
- Product returned by anyone other than the original purchaser.
- Product that has deteriorated due to improper storage, heat, cold, water, smoke, etc.
- Product damaged due to fire, flood and other events.
- Product sold on a non-returnable basis.
- Products not in their original, unopened packages. Partial units will not be accepted.



#### **TERMS OF RETURN**

- Product returned without the authorization form will be destroyed without credit.
- Credit is based on the original purchase price or the current price, whichever is lower.
- Credit will be issued in the form of a credit memo only. Cash will not be issued, and deductions will not be allowed.
- Transportation charges are to be paid by the customer.