



## RETURN GOODS POLICY TERMS

In order to return expired Armas product(s), please visit Inmar's website at <https://clsnetlink.com>. Customers will be required to upload a debit memo in PDF format. This is the most efficient way to obtain your return label and track the progress of your return. Costs incurred by Armas due to failure to follow these instructions, or for the return on non-Armas product(s), will be deducted from the credit issued.

Customer Service representatives at Inmar Pharmaceutical Services are available to answer questions you may have on how to return expired product at 1-800-967-5952.

- All eligible requests for expired or recall related returns must contact **Inmar**.
- External cases must show the Return Authorization Number and be marked "Returns". Because Inmar *does not* issue Call Tags/Return Shipping Labels, it is the Customer's responsibility to provide their own shipping label.
- Armas Pharmaceuticals reserves the right to destroy, without credit or recourse, all unauthorized products returned.
- No shelf-stock adjustment will be given for returned goods on allocation for destruction.
- Returned product will be verified by Armas and the final credit will be calculated based upon actual product received, not by products listed on customer debit memo. No cash deductions from any invoice are accepted. Credit memos will be issued and must be included on payment remittance. All returns will be received in the form of an account credit memo.
- All Return Authorization (RA) requests should include:
  - Returning Customer Name, DEA or HIN, Contact Name & Email
  - Product Name and Product Description
  - NDC # Lot # and expiration date, Invoice/Debit Memo #
  - Reason for Return
  - Qty to be Returned-\*Requests for credit on damages must include a picture of the damage.

### PRODUCT VALUATION OF RETURNS & CREDIT MEMO POLICY

- Credits for all products purchased on a direct basis will be calculated at the lowest net price, less any promotional credits including but not limited to;
  - Shelf-stock adjustments
  - Rebates
  - Admin fees
  - Off-invoice discounts associated with the lot number of the returned product.
- Credit for all product purchased on an indirect basis must be returned through the wholesaler or distributor of purchase. Indirect returns will be credited through the wholesaler or distributor of purchase at the lower of current indirect price or average net indirect price, at Armas discretion. Product pricing and Contract ID must be provided upon credit request. Armas reserves the right to make the final determination of credit value.
- Credits are based on validated quantities received. Discrepancies will default to the physical count received by Armas designated return solutions provider.



- Products sold on a non-returnable basis such as short-dated products or products sold on a close-out basis.

#### **NON SALEBABLE RETURN ITEM CRITERIA**

- Products damaged in shipping (accompanied by signed Bill of Lading noting damage) if reported **to Cardinal 3PL** within two (2) business days of receipt and returned within thirty (30) days of pre-paid shipping label receipt. See procedure on returning to Cardinal 3PL below.
- Concealed damage claims made within ten (10) business days of receipt and returned within thirty (30) days of pre-paid call tag to **Cardinal 3PL**. Concealed damages reported after 10 business days of receipt are subject to a 25% restocking fee.
- Products with less than six (6) months remaining shelf life that are not more than twelve (12) months past expiration date should go directly to **Inmar**.

#### **NON-CREDITABLE RETURN ITEM CRITERIA**

- Returns received more than forty-five (45) days from date of Return Authorization approval.
- Products sold on a non-returnable basis including but not limited to, free goods, samples, promotional short-dated sales and closeout sales of discontinued products.
- Returns of excess inventory resulting from inadequate customer inventory controls.
- Products with lot number or expiration date missing, covered, removed or unreadable.
- Products damaged while in the customer's possession at warehouse or store level.
- Products returned without RA approval/authorization.
- Private label products.
- Products damaged or deteriorated due to conditions beyond manufacturer control, such as improper storage or handling (heat, stored under improper conditions or exposed to fire, smoke or water).
- Product not in MANUFACTURER sealed original container (no repackaged products, prescription bottles, etc.)
- **No Partial.** NON-SERIALIZED ITEMS WILL NOT BE ACCEPTED.
- Products which are more than twelve (12) months past the expiration date.
- Products that have been discontinued for more than one (1) year.
- Products purchased for federal and state governmental customers for stockpiling purposes shall be final and non-returnable.
- Product involved in distressed, sacrifice, fire, or bankruptcy sale.



**PROCEDURE FOR RETURNING PRODUCTS TO INMAR (EXPIRED OR NON-SALEABLE)**

Step 1: Request for Return Authorizations (box labels) can be made by any of the below methods  
(**SELECT ONE**):

**OPTION 1:** Accessing the Inmar website at <https://returns.healthcare.inmar.com> (you will need to upload a PDF copy of your debit memo).

**OPTION 2:** Email your debit memo to [rarequest@inmar.com](mailto:rarequest@inmar.com). Be sure to include NDC#, lot#, and expiration dates assigned to each item.

**OPTION 3:** Fax your debit memo to Inmar at 817-868-5343

Step 2: Upon receipt of an RA (Return Authorization label), alongside with customer-created shipping label, actual returns are to be forwarded to the processing facility at the following location:

CLIENT NAME c/o Inmar Rx Solutions Inc  
3845 Grand Lakes Way  
Suite 125  
Grand Prairie, TX 75050

For assistance with the return process, contact Inmar Customer Service at 1-800-967-5952.  
Hours: Monday through Friday 8am – 5pm EST



### SALEABLE RETURN ITEM CRITERIA

- Products received in error (accompanied by signed bill of lading noting discrepancies) if reported to **Cardinal 3PL Returns department** within two (2) business days of receipt and returned within thirty (30) days of call tag receipt. See procedure below.
- Product “received in error” is limited to the following.
  - Over shipments
  - Mis-picked items
  - Customer PO vs Armas Invoiced item discrepancies
- Products **ordered** in error will be charged a 25% restocking fee.

### Excess Stock

- Excess Stock Product(s) not shipped in error or not ordered in error shall be considered excess stock when returned. Customer will be charged a twenty-five percent (25%) handling and restocking fee.

### PROCEDURE FOR RETURNING PRODUCTS TO CARDINAL 3PL (DAMAGES OR RE-SALEABLE)

#### Step 1: Requesting a Return

1. CARDINAL 3PL RETURNS department within forty-eight (48) hours VIA EMAIL to [GMB-SPS-ARMAS@cordlogistics.com](mailto:GMB-SPS-ARMAS@cordlogistics.com) (contact information included on packing slip).
2. Please include:
  1. Original Purchase Order/Invoice #
  2. National Drug Code (NDC)
  3. Quantity affected
  4. Lot number of the product involved
  5. Brief explanation of the incident
  6. Photo evidence (REQUIRED; the 3PL will NOT issue Call Tags/RA's without photos!)

#### Step 2: Returning Product:

1. A Customer Service Representative will issue a Return Authorization (RA) number, pre-paid shipping label, and provide additional details/documents necessary to return the product in question.

For assistance with the return process, contact Armas Customer Service at 732-637-1717 or [CustomerService@ArmasPharma.com](mailto:CustomerService@ArmasPharma.com).

Hours: Monday through Friday 9am – 4pm EST

Armas officers reserve the right to make policy exceptions for extenuating circumstances and reserve the right to modify this policy without advance notice.