



Solco Healthcare Return Goods Policy

In an effort to maintain a high level of customer service, Solco Healthcare provides this Return Goods Policy. Please read this Return Goods Policy before returning any product to Solco Healthcare.

Authorization:

Solco Healthcare requires prior authorization before it will process any returns. Solco Healthcare recognizes Inmar Rx Solutions, Inc. as its only authorized return facility for processing non-saleable product returns. Solco Healthcare will not be responsible for any charges incurred for any product returned elsewhere.

Authorization Procedure:

FOR RETURN AUTHORIZATIONS

Request for Return Authorizations (box labels) can be made by any of the below methods:

1. Accessing the Inmar website at <https://returns.healthcare.inmar.com> (you will need to upload a PDF copy of your debit memo)
2. E-mail your debit memo to rarequest@inmar.com Be sure to include NDC#, lot# and expiration dates assigned to each item.
3. Fax your debit memo to Inmar at 817-868-5343

PRODUCT RETURNS

Upon receipt of a box label(s), actual returns are to be forwarded to the processing facility at the following location:

Inmar RX Solutions, Inc.
3845 Grand Lakes Way
Suite 125
Grand Prairie, Texas 75050

Returnable Items:

- Six (6) months prior to expiration date or up to six (6) months after expiration date and have a VALID Solco Healthcare label, NDC number, lot number and the date of expiry.
- Product must be in original, unaltered container/ trade package.

Conditions for Credit:

- A valid **Return Goods Authorization Number** must accompany all returns for proper credit.
 - RGA #'s are valid for 30 days from issuance. Expired RGA #'s will be considered invalid and no credit will be issued.
 - All products must be returned to Solco Healthcare or their written agent within 30 days from the date of credit requested to receive credit. Products that have been destroyed by customers or an agent of a customer will not receive credit.
- To receive full credit, the product must be in an original, unopened, unaltered container.
- For direct customers, Solco will issue credit for returns that will be calculated at the lower of the original invoice price or current contract price.
- For direct customers returning non-contract product purchased indirectly, credit will be given at a calculated average contract price.
- For third party customers, the return will be valued and a check issued at the calculated average contract price.
- Product must be returned by the customer who originally purchased it from Solco Healthcare or by a third party processor pre-approved by Solco Healthcare.
- Solco Healthcare will verify returnable products and the final credit will be calculated based upon Solco Healthcare's count.
- Credit for partials will be issued in the following manner:

Percentage of Package Returned	Credit Percentage of Reimbursement Price
75% - 99%	75%
50% - 74%	50%
25% - 49%	25%
Less than 25%	10%

Shipping Errors/Damaged Shipments:

- A) Products shipped in error by Solco Healthcare or products damaged in transit must be reported to Solco Healthcare within five (5) working days of receipt and must be returned to Solco Healthcare within 21 working days of receipt. Contact Solco Healthcare Customer Service via telephone at 1-866-931-9829 or via fax at 1-866-931-0709 to request a Return Goods Authorization Number (RGA #)

Transportation Charges:

Prepaid by customer except when error is due to Solco Healthcare or unless authorized by Solco Healthcare.

Terms of Return Policy:

- Solco Healthcare will not reimburse fees due to processing third party returns, destruction charges, shipping costs or processing.
- All returns are subject to review by Solco Healthcare. Issuance of an RGA # will not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned goods. Unauthorized returns will be destroyed, and credit will not be issued.

Non-Returnable Items/no credit:

- Products with more than six (6) months prior to their expiration date and products that are more than six (6) months past their expiration date.
- Products damaged due to improper storage, handling, fire or catastrophe.
- Products involved in salvage, bankruptcy or insolvency proceedings.
- Private label or repackaged products or packages not in their original container.
- Products discontinued for more than 12 months.
- Overstock.
- Free goods.
- Items purchased at a special price or at a reduced cost as part of a one time buy-in offer.
- Products for which proof of purchase cannot be verified.
- Products returned outside of this policy.
- Any Solco Healthcare product returned not accompanied by an RGA #.
- Partial liquids, injectables or syringes.

Solco Healthcare may, at its discretion, make exceptions to the returned goods policy based on extenuating circumstances.

Product Recalls:

In the event of a confirmed Product failure caused by Solco, a recall initiated by Solco or a recall ordered by a government agency not attributable to Purchaser, Solco agrees to pay reasonable out-of-pocket costs pursuant to the HDMA guidelines for costs incurred by Purchaser in performing recall services requested by Solco.

This Solco Healthcare Returns Policy dated June 1, 2020 supersedes any previously established version. For the most up to date Return Policy information visit www.solcohealthcare.com. Please check the website frequently as policies may change without notice.