

Quest Pharmaceuticals, Inc.

RETURNED GOODS POLICY

Need to return an item?

Quest Pharmaceuticals is dedicated to helping our customers manage their inventory while preserving the integrity of the pharmaceutical supply chain.

If an item has been sent in error, Quest will send a prepaid UPS Call Tag Label (not eligible for Saturday pickup) as stated in our Returned Goods Policy. When requesting to return an item, we ask you submit a request online or call your personal Account Manager or our Customer Service department so we may assess your specific return request. Once eligible items have been verified, we will issue a Returned Goods Authorization number and send a return authorization form to be signed and returned with the product.

Returnable/Salable Items

- Products sent in error
- Products damaged upon receipt
- Product has been stored under proper conditions per DSCSA/21 CFR 2305 : 50
- Product is in date and in its original **sealed** container
- Product is not damaged, marked or unsaleable
- Product purchased directly from Quest Pharmaceuticals
- Product may be returned up to 2 months past expiration date

Non-Returnable Items Non-Salable

- Products damaged, marked or with broken seal
- Product not purchased directly from Quest
- Product required to be refrigerated including but not limited to vaccines
- Product sold as non-returnable including short-dates, close outs and special orders
- Product without an approved Returned Goods Authorization number
- Products damaged due to improper storage and handling, fire, flood, heat, cold, water, smoke, catastrophe or bankruptcy sale or purchased or otherwise obtained in violation of any Federal, State or local law or regulation

Terms

- Product must be authorized By Quest prior to returning to receive credit. Unauthorized product returned will not be credited.
- The Returned Goods Authorization number must be marked on outside of return box.
- A signed copy of the Returned Goods Authorization must be included in box.
- All shortages or damages must be reported within 5 days of receipt.
- Controlled Substance shipment issues must be reported immediately upon discovery and/or shipment Receipt.
- Product credit will be given for the original purchase price or **current** selling price, whichever is lower.
- Authorized returns must be packed as not to incur damage in shipping.
- Manufacturer product recalls will be handled in accordance to manufacturer's instructions.
- Please do not deduct any amount from invoice payment related to product return until credit is posted on account.
- Product returned for credit will be issued credit memos only.

- Postage and shipping charges are not refundable.
- Purchase shall bear the cost and insurance on returned product(s) that are not defective.
- Wholesale/Distributor sales are final. Only errors reported within 5 days of receipt will be accepted for return.
- No credit for accounts with no invoice activity in past 90 days or accounts in the process of closing or selling.
- Quest Pharmaceuticals, Inc. reserves the right to amend this policy which supersedes previous return policies.