

Return of Goods Policy

In a continuing effort to provide our clients with quality pharmaceutical products, please be advised that the Returns Policy effective Sept 1, 2010 is as follows:

1. All goods being returned must have prior authorization from the SAVS Office and require a customer completed Returned Goods Request Form (RGRF) to accompany all returns.
2. **RFID tags will not be accepted for return unless an error was made by SAVS.**
3. **Vaccines will not be accepted unless the following conditions apply:**
 - a) Product(s) were damaged or defective prior to receipt
 - b) Incorrect product(s) were shipped by SAVS. If vaccines are shipped in error, notification must be given to SAVS within 24 hours and correct storage and shipping procedures must be followed.
4. In case of goods being returned without prior authorization, SAVS reserves the right to dispose of the goods and assign no credit. (A disposal fee may be applied.)
5. SAVS must be notified of all damaged, defective, or incorrect shipments within 24 hours of receipt.
6. The credit for returned goods will range from 0% to 100% dependant upon the expiration date, date of purchase, and any special conditions of sale. Returned products will be inspected upon arrival at SAVS. A further deduction to credit will be made for product and/or packaging that is not returned in original condition.
7. Goods assigned a credit value of \$0.00 may be returned to SAVS for disposal. (A disposal fee to be applied).
8. A restocking fee will be applied to all returned items at a rate of 25% up to a maximum of \$50 except when an error in order or delivery process has occurred.

Please Note: Any freight charges associated with returned goods will be the responsibility of the customer. Product must be returned to SAVS within 14 days of receiving a credit authorization. All product received past this date may mean the terms are null and void.

PROCEDURE:

- 1. Customer completes and e-mails or faxes a RGRF to SAVS.**
- 2. SAVS determines credit value of requested returns and e-mails or faxes RGRF back to customer.**
- 3. Customer returns product(s) and RGRF to SAVS within appropriate timeline.**
- 4. Applicable credit is posted to the customer's account.**