

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 pickup label (not eligible for Saturday pickup). There is never a restocking fee at Quest Pharmaceuticals.

When requesting authorization to return an item, please call 888-627-6790 or go to our website at www.questpharmaceuticals.com. Once eligible items have been verified, we will issue you a Returned Goods Authorization number and send you a Returned Goods Authorization form to be signed and placed with your return.

Returnable Items

- Products purchased directly from Quest Pharmaceuticals.
- Products sent in error or damaged upon receipt.
- Products must have been stored under proper conditions per DSCSA/21 CFR 2305 : 50.
- Products must be in their original **sealed** container and no more than 2 months past expiration date.
- Products not damaged, marked or unsaleable.

Non-Returnable Items

- Products not purchased directly from Quest Pharmaceuticals.
- Products damaged, marked or with broken seal (i.e. no partials).
- Products required to be refrigerated including but not limited to vaccines.
- Products sold as non-returnable including short-dates, close outs and special orders.
- Products 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 laws or regulations.

Terms

- All products to be returned require prior authorization. All unauthorized products returned will be destroyed with no credit being issued.
- The Returned Goods Authorization number must be marked on the outside of the return.
- A signed copy of the Returned Goods Authorization must be included inside the return.
- All shortages or damages must be reported within 5 days of receipt.
- Controlled Substance shipment issues must be reported immediately upon receipt and/or discovery.
- Credit will be issued for the original purchase price or **current** selling price, whichever is lower.
- Authorized returns must be packed as not to incur damage during shipment.
- Manufacturer product recalls will be handled in accordance to manufacturer's instructions.
- Products returned for credit will be issued credit memos only.
- Please do not deduct the amount from any payment before the credit memo is issued.
- Postage and shipping charges are not refundable.
- Purchaser shall bear the cost and insurance on all returned product(s).
- Wholesale/Distributor sales are final.
- Credit will not be issued to accounts with no sales 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 any previous policies without prior notice.