

Return Goods Policy

Return Authorizations are required to return Covis Pharma products. Products will not be credited without a Return Authorization and credit will only be issued if it is within the terms of the return policy. Return Authorizations expire sixty (60) days from date issued.

Return Authorization may be obtained by one of the following:

- Faxing your request to (614) 652-0271
- Emailing your request to GMB-SPS-ReturnRequests@cordlogistics.com

Returnable Items:

The following products purchased in the US are returnable by Direct Accounts for returned goods credit (as applicable) with prior approval:

- Short-dated merchandise, in the original manufacturer's container/packaging and bearing the original manufacturer's label, within 6 months of the expiration date.
- Outdated merchandise, in the original manufacturer's container/packaging and bearing the original manufacturer's label, up to 12 months beyond the expiration date.
- Product shipped directly that is damaged in transit, subject to the above FOB terms, or material shipped in error by Covis Pharma.
- Discontinued, withdrawn, or recalled merchandise.
- All products must be returned to Covis Pharma in order to be considered for credit.
- Covis Pharma must be notified of all shortages and/or damages by fax (614-495-5385) within 5 business days of receipt of order for credit to be issued.

Nonreturnable Items:

All products other than those listed above shall be deemed non-returnable. Non-returnable products include, without limitation:

- In-date product (product with more than 6 months expiration dating remaining).
- Packages/containers with pharmacy labels added to or torn from original manufacturer's package/containers.
- Repackaged product.
- Product that has been in a fire, clearance, bankruptcy, or similar sale.
- Product sold on "non-returnable" terms.
- Products dated more than 12 months beyond the expiration date noted on the package/container (Product may be returned for destruction, but no credit will be issued).
- Merchandise purchased or otherwise obtained in violation of any federal, state, or local law or regulation
- Merchandise destroyed or damaged from causes such as fire, water, tornado, or other catastrophe and merchandise that has otherwise deteriorated due to conditions occurring after shipment and beyond the control of Covis Pharma, such as improper storage or handling, heat, cold, smoke, and so forth.
- No partials will be accepted for credit; with the exception of the States that regulate returned goods. Partial goods include broken safety seals either inside or outside of each package/container.
- Products destroyed off-site or otherwise that have not been returned to Covis Pharma.

Procedure for Returning Items:

All returnable products must be returned to Covis Pharma at the following address:

Covis Pharma
Returns Dept.
15 Ingram Blvd, Dock
43 LaVergne, TN 37086

Returns of Covis Pharma products must include a packing list containing the following information:

- Wholesaler name and address
- DEA number
- List of products, including quantity being returned, lot number, and expiration date of each
- Wholesaler Reference number

All returns shall be made in compliance with all applicable federal and state laws and regulations. All charges associated with processing and destruction of return goods by a Covis-approved returned goods service contractor shall be paid by Covis Pharma. All other charges (i.e., transportation, processing fees) charged by any third party shall be the responsibility of the Customer and shall not be reimbursed by Covis Pharma. Covis Pharma products returned outside these policy guidelines will not be returned to the Customer and no credit will be issued.

For retail returns, credit will be issued to the associated wholesaler at the time of purchase.**Credit:**

Reimbursements will be issued based on wholesaler acquisition cost (WAC) at the time of purchase (Lot price).

- For customers with contracted pricing, Covis Pharma will calculate, if possible, reimbursement based on the “average contract” price paid for the product.
- Reimbursement will be made in the form of a credit memo applied to customer’s current account balance or future purchases. Credits will be issued to direct accounts only. Indirect customers such as retail and hospital pharmacies will receive credit through their servicing wholesaler.
- No partials will be accepted for credit; with the exception of the States that regulate returned goods. Partial goods include broken safety seals either inside or outside of each package/container.
- Covis Pharma will not issue credit or accept charges/deductions for administrative, handling, or freight charges associated with the return of product to Covis Pharma.
- Credit or reimbursement will not be issued for product destroyed by Direct Accounts or third parties.
- Credit will not be extended when the intent of the Customer is to temporarily reduce inventory.