



## CivicaScript LLC Product Returns Policy

Effective Date: 18-May-2023

### Product Returns Policy

The CivicaScript, LLC (“CivicaScript”) Returns Policy is applicable for finished drug products distributed on behalf of or by CivicaScript.

Subject to the terms of this Product Returns Policy, it is CivicaScript’s policy to accept all good faith returns when the shelf life of product proposed for return is within +/-3 months of expiration. Notwithstanding the foregoing, CivicaScript expressly reserves the right to reject any return unless such proposed return is Returnable Item(s).

*Example: Customer requests a Return Authorization for product nearing its expiration dating after having first sold other of the same product with more distant expiration dating. Requested returns as a result of failing to practice FEFO (first expired, first out) is not in good faith and is therefore likely to be rejected by CivicaScript under this Product Return Policy.*

**Return Authorization (RA)** is required and must be obtained in advance of returning or destroying CivicaScript products. Products will not be credited or accepted for return without a Return Authorization. Return Authorizations expire sixty (60) days from date issued.

**Return Authorization may be obtained by emailing:** [GMB-SPS-ReturnRequests@cordlogistics.com](mailto:GMB-SPS-ReturnRequests@cordlogistics.com)

#### Returnable Items:

The following products are returnable for returned goods credit consideration when prior approval is granted, and the conditions in this Policy are met:

- A. Product shipped directly that is damaged in transit
- B. Product shipped in error by CivicaScript or CivicaScript’s authorized Third Party Logistics Provider
- C. Product that is discontinued or withdrawn
- D. Recalled product

Products meeting the above criteria must be returned to CivicaScript’s Third Party Logistics Provider (or in the event of a recall, to CivicaScript’s authorized agent) in order to be considered for credit.

#### Product Damaged in Shipping:

- A. Products received damaged may be returned for full credit when reported in writing to CivicaScript within 24 hours of receipt. Please have the Transportation Company note “damaged” on freight bill.
- B. CivicaScript must authorize damaged product returns and issue a Return Authorization (RA).
- C. Upon request, buyer shall furnish such documentation as required for CivicaScript to recover loss from the carrier.

**Discrepancies in Shipment Quantities:** Upon receipt of product, customers are requested to verify quantities of units received against shipping documents by performing a physical count. Any discrepancies must be reported to CivicaScript within 24 hours of receipt, at which time CivicaScript may initiate an investigation, authorize return of excess products (or, if customer chooses to accept



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excess products, CivicaScript may charge customer for the additional products), and/or issue a credit for products ordered but not delivered.

### **Procedure for Returning Items:**

All returnable products with Return Authorization must be either destroyed or returned to CivicaScript at CivicaScript's sole discretion. Customer must submit a certificate of destruction to CivicaScript for all product authorized for destruction. Product authorized for return shall be returned to the following address, unless otherwise specified:

CivicaScript, LLC  
Attn: Returns Department  
15 Ingram Blvd, Doc 43  
LaVergne, TN 37086

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

- A. Name, address, contact information of facility returning product
- B. Customer name, address, and contact information
- C. Wholesaler name, address, and contact information (if applicable)
- D. Purchase Order (if applicable)
- E. Reason for return
- F. Listing of products – product description, package size, lot number, expiration date, quantity
- G. Return Authorization number

***The RA Number should be written clearly on the outside of the box, as well.***

All returns and destruction shall be made in compliance with all applicable federal and state laws and regulations. All charges associated with processing of returned goods approved by CivicaScript shall be paid by CivicaScript. CivicaScript products returned outside these policy guidelines will not be returned and no credit will be issued.

### **Additional Terms**

- A. Reimbursements will be issued based on purchase price.
- B. Reimbursement will be made in the form of a credit memo applied to customer's future purchases. Credits will be issued to direct accounts only.
- C. Credits expire one hundred eighty (180) days from date issued.
- D. CivicaScript will not issue credit or accept charges/deductions for administrative, handling or similar charges associated with the return of product.
- E. Credit or reimbursement will not be issued for product destroyed by customer or third parties unless done in accordance with the terms of this Product Returns Policy.