

HOSPITAL

Amivas (US) LLC RETURN GOODS POLICY

Amivas (US) LLC Return Goods Policy overrides all other Return Goods Policies
Effective Date: January 1, 2025

A. RETURN GOODS AUTHORIZATION (RGA)

To return Amivas (US), LLC products, a **Return Goods Authorization (RGA)** is required. An RGA is valid for **sixty (60) days** from the date it is issued, and all returns must be received within this sixty-day period to be eligible for processing.

**Return Goods Authorization (RGA) request:
fax to (614) 652-0271 or email**

GMB-SPS-ReturnRequests@cordlogistics.com

Returned drug product must include a packing list containing the following information:

1. Name, address, contact information and DEA number of the facility returning product
2. Customer name, address, and contact information
3. Wholesaler name and address
4. Return reference number(s):
 - a. Purchase Order, Debit Memo for expired returns
 - b. Purchase Order, Invoice for non-expired returns.
5. Reason for return
6. Listing of drug products – product description, package size, lot number, expiration date, quantity
7. RGA Number (RGA Number also written clearly on outside of the box or boxes)
8. Drug product must be in the original manufacturer's container/packaging, unaltered, unused, unopened, and bearing the original manufacturer's label with valid Amivas lot number and expiry date.

All pre-authorized returns, evidenced by an RGA, must be sent to the following address:

**Amivas (US), LLC
Attn: Returns Department
15 Ingram Blvd, Dock 43
LaVergne, TN 37086**

1. This is the **only address** to be used for drug product returns. Any product returns sent to a different Amivas address will be subject to destruction, and no credit will be issued.
2. If a return shipment includes multiple boxes, please photocopy all paperwork, including the debit memo (RGA) number, and place a copy in each box. We recommend ensuring the return and keeping records, as Amivas is not responsible for return shipments until they are received by Amivas.
3. All returns must comply with applicable federal and state laws and regulations. All third-party charges (e.g., transportation, processing fees) are the responsibility of the customer and will not be reimbursed by Amivas. Products returned outside these policy guidelines will not be returned, and no credit will be issued.
4. Unless expressly authorized in writing, all freight charges for returns related to normal business operations are the customer's responsibility. Cash On Delivery (COD) shipments will be refused. Amivas is not liable for lost or damaged shipments of returned product(s); insuring and tracking shipments are the customer's responsibility

Hospital (for goods distributed in the USA only)

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B. EXPIRED PRODUCT RETURN

Hospitals: Expired products will not be eligible for credit. Replacement products may be considered if all criteria are met. Requests for replacement products can be submitted directly to Amivas (US) LLC.

To return Amivas (US), LLC products, a **Return Goods Authorization (RGA)** is required. For detailed instructions on obtaining and using an RGA, please refer to **Section A: Return Goods Authorization (RGA)** on **page 1** of the policy document.

Acceptable Returns:

1. Products with less than one month remaining until the expiration date on the original manufacturer's packaging.
2. Products that are up to six months past the expiration date indicated on the original manufacturer's packaging.

Non-Acceptable Returns:

1. Broken, marked or damaged due to negligence or improper storage.
2. Partial products (product must be returned in full, original, unopened Amivas packaging).
3. Product involved in an insurance claim (including, but not limited to fire, water, or smoke)
4. Products which have been repackaged, or reconstituted.
5. Product sold on "non-returnable" terms.
6. Merchandise purchased or otherwise obtained in violation of any federal, state, or local law or regulation.

C. NON-EXPIRED PRODUCT RETURN

To return Amivas (US), LLC products, a **Return Goods Authorization (RGA)** is required. For detailed instructions on obtaining and using an RGA, please refer to **Section A: Return Goods Authorization (RGA)** on **page 1** of the policy document.

1. Drug products shipped in error by Amivas are eligible for a 100% credit if reported to Amivas within three (3) business days of receipt and returned within twenty-five (25) days of receipt.
2. Drug products damaged in transit are eligible for a 100% replacement if reported to Amivas within three (3) business days of receipt and returned within twenty-five (25) days of receipt.
3. Drug product recall or withdrawal are eligible for a 100% credit and Amivas will compensate customers for the reasonable expenses incurred in performing all recall services as requested by Amivas (US), LLC.

Contact Amivas Customer Service at (614) 652-4336 or email:

GMB-SPS-Damages@cordlogistics.com

GMB-SPS-refusedundeliverableproduct@cardinalhealth.com

GMB-SPS-SHORTAGES@cardinalhealth.com

to report shipping errors or damaged shipments.

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