



GRx Returns Policy -Terms & Conditions

Returns Processing:

- GRx, at its sole discretion, may accept returns of any opened and unopened packages of Rx, Schedule CII to CV, and OTC products from any U.S. based manufacturer, excluding hazardous items as detailed in our returns instructions. All product returns will be subject to the terms and conditions herein.
- Returns must be accompanied by a preprinted GRx Return Authorization Form, available upon request from our customer service department or downloadable from our website. Failure to properly complete and include this document with your return may result in the improper processing of your return and/or possible forfeiture of any potential credit value of items returned.
- Returns sent to GRx using a GRx prepaid shipping label(s) must conform to the size specifications detailed in our Shipping and Packing Guidelines which is available on our customer portal. Boxes that do not conform to these size limits may be subject to additional shipping fees of up to \$45.00 per box.
- Returned products will be processed in accordance with the manufacturer's stated policy and will be subject to any and all terms and conditions of sale imposed by the manufacturer at the time of purchase. Failure to notify GRx in advance of any known special purchase conditions resulting in credit ineligibility may result in a 3% handling charge for the ineligible items.
- Returns will be subject to the agreed processing service fee rate based upon the Estimated Return Value of Returnable products at the time of processing.
- Returned product that is not yet eligible for return to the manufacturer (indated) are subject to the associated handling and storage fees as indicated on the Customer Registration Form. This product will be reprocessed when it reaches return eligibility and reported as returnable at that time.
- Returned CII product that is not yet eligible for return to the manufacturer (indated) are subject to the associated handling and storage fees as indicated on the Customer Registration Form. The CII product will be reprocessed when it reaches return eligibility and reported as returnable at that time. In the event that the customer no longer has a valid DEA license when the CII product becomes eligible for return, the product will be properly destroyed and reported as nonreturnable.
- Returned product that does not meet the manufacturer's requirements for credit eligibility (excluding indated products) will be inventoried and reported as non-returnable. Such non-returnable items will be destroyed in accordance with all applicable Federal and State regulations.

Credit tracking and data reporting:

- GRx will provide detailed returnable and non-returnable manifests to the customer upon completion of each cycle processing. The customer is responsible to review these manifests and must report any errors, omissions, or necessary corrections to GRx within 30 days of this report, to ensure proper credit processing.

- GRx will provide access to our Customer Portal via a unique username and password, wherein the customer can view and print reports pertaining to their returns and the status of their credit distributions. Unless otherwise agreed, this access will continue as long as the customer account remains active with GRx. Return and credit data is available for viewing for the period of 36 months prior to the present date.
- Estimated Return Values (ERV) provided on the Returnable Manifests are estimates based upon the best available pricing information for these products. The customer may provide GRx with their pricing schedule to improve the accuracy of the product valuation. Actual creditable value is determined solely and exclusively at the discretion of the manufacturer. GRx is not responsible for reductions in creditable value based upon manufacturer's restocking fee, policy exclusions or limitations, current or previous contract pricing, or other terms and conditions of sale.
- Bulk returns will require a proof of purchase to be included with the Return Authorization to ensure prompt processing. Failure to provide such documentation may result in reduction or denial of credit by the manufacturer. GRx is not responsible for reductions in or forfeiture of creditable value due to customer's failure to provide such documentation if required by the manufacturer.
- As return credit availability is reported to GRx by program wholesaler, GRx will conduct periodic credit distributions to the customer. Depending on program type and payment options, funds for net customer credit on each distribution will either be posted by the wholesaler directly to the customer's wholesaler account, or funded by the wholesaler to GRx, for payment to the customer by GRx check. (**ReverseLink™ One Program** only)

Fees and charges:

- Fees for services rendered in the processing of your return include standard service fees, full or express onsite service fees, non-returnable product disposal fees, indated product service fees and any administrative fees incurred in the handling and processing of credits.
- If you have received Full On-site Service, any non-returnable items may also be charged the same Full On-Site up-charge rate as your returnables, or you may be subject to a minimum charge per servicing.
- Certain manufacturers may, pursuant to the terms of their returns policy, require store level information to accompany each segregated return and at their discretion, may issue credit directly to the customer. These Direct Vendor returns are still subject to any and all applicable GRx service fees.
- Upon written consent of the customer, fees for additional services rendered by third party companies may be deducted from the customer's share of the gross collected credits at the time of distribution. (Applies to **ReverseLink™ One Program** only)
- In the event that incoming program credits are not sufficient to cover fees and other charges to the customer's return, any unpaid fees may be applied to another active cycle or billed directly to the customer via an invoice. (Applies to **ReverseLink™ One Program** only)
- If your crediting wholesaler fails to convey to GRx payment for services rendered to you by GRx* from the resulting collected credits they possess at the time of distribution, you are ultimately responsible for any and all service fee(s) due to GRx* and GRx reserves the right to invoice you directly for these fees. (Applies to **ReverseLink™ One Program** only)

- Customers participating in the **ReverseLink™ One** program will have any and all fees listed herein deducted from their share of the gross collected credits at the time of distribution.

Limits of Liability:

- GRx shall not be held liable for the value of and cannot guarantee credit for products that were purchased outside of normal distribution channels, including products not purchased directly by our customer, or not purchased through an authorized distributor of said products. This includes product manufactured or purchased outside of the US, as well as any counterfeit or stolen products
- GRx shall not be held liable for the value of and cannot guarantee credit for products that are deemed ineligible because they have been water or fire damaged, or product for which the NDC and/ or lot# has been defaced or otherwise rendered illegible.
- GRx shall not be held liable for the value of and cannot guarantee credit for products that were purchased under special terms and conditions, unknown to GRx, including but not limited to 340B pricing status, or short dated product purchases, which greatly reduce or eliminate credit eligibility. Failure to notify GRx in advance of any known special purchase conditions resulting in credit ineligibility may result in a handling charge of up to 3% of the original ERV for the ineligible items.
- GRx shall not be held liable for the value of and cannot guarantee credit for returns to manufacturers or wholesalers that become insolvent, file for bankruptcy protection or for any reason fail to follow the credit remittance instructions and reference data provided to them by GRx. In no event shall GRx be liable for consequential, punitive, special, or other damages except as specifically provided herein.
- GRx shall not be held liable for ineligible items that have been destroyed. The customer accepts that all non-returnable items (excluding indated products) will be destroyed after processing.
- GRx reserves the right to revise this Return Policy – Terms and Conditions at any time. You should visit the GRx website at www.guaranteedreturns.com from time to time to review the most current Return Policy – Terms and Conditions.

Termination of Services:

GRx reserves the right to suspend or discontinue services under the following conditions:

- Evidence that customer product is obtained in a manner that would make it ineligible for return per manufacturer’s policy. This may include one or more of the following conditions:
 - Products sold in specially priced or discounted lots or batches
 - Unidentified Donated product
 - Product that has been damaged by improper handling or insurable event (fire, flood, power loss, etc.)
 - Short-dated product purchased at a discount or sold as final sale/non-returnable
 - Bulk purchases that appear speculative in anticipation of price increases
 - Secondary market purchases or purchases from unauthorized distributors
- Failure to provide proof of purchase to GRx, upon request, to verify product eligibility.
- Evidence of counterfeit, stolen or “grey market” products.
- Failure to comply with the Exclusion list for hazardous items provided with RA.
- Unpaid invoices in excess of 90 days past due. (**ReverseLink™ Direct-Pay** program only)

Upon termination, access to the customer portal link to obtain Return Authorization and shipping labels will be immediately disabled. Access to the customer portal product and credit reports will continue for 14 months from the date of last processing cycle. Any boxes received after the date indicated in Notice of Termination will not be processed by GRx and all non-class 2 product will be returned at the customer's expense. Any Class 2 Controls will be destroyed.

Customer Service:

Hours of Operation:

Monday – Thursday 9:00am EST to 5:00pm EST

Friday 8:30am EST to 4:30pm EST.

Phone: 800-473-2138

Fax: 631-689-0196

Email: custmrsvc@guaranteedreturns.com