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## PACKAGING AND SHIPPING PROCEDURES

### FOR UNSCHEDULED PRODUCT RETURNS:

- Avoid using boxes over 18"x18"x16" or heavier than 60lbs; oversize charges may apply.
- To prevent leakage, please cushion wrap all glass bottles and place in a plastic bag for safe transport.
- Please make sure all bottle caps are securely fastened.
- Please do not stuff partially filled bottles with cotton or tissue.
- Please double-box loose, unused needles and auto-inject pens if not in original case or package.
- Please include the original or a photocopy of the GRx **Return Authorization Form** in each box shipped.
- Please use the Return Box labels on page 2 of your Return Authorization form to mail your return to us. If additional labels are needed, please make photocopies of the original.
- Please mark the Return Box label of the first box "Box 1 of #". Please complete the same procedure for all additional boxes.

### FOR SCHEDULED CIII-CV RETURNS:

- Please complete the GRx CIII-CV Verification Form on the next page or use the ROW inventory tool on our customer portal to create a CIII-V inventory.
- Place a copy of the Verification form or your ROW inventory in the box you are shipping and keep a copy for your records.
- Place CIII - CV Pharmaceutical Products in a plastic bag; they need to be separated from the unscheduled products but may be shipped in the same box.
- If shipping with unscheduled product, please include CIII-CV bag in the first box of your shipment. This bag should be placed on top of your unscheduled products.
- Include a GRx Return Authorization Form in each box containing CIII-CV products. If shipping with unscheduled products, please make another copy of the GRx Return Authorization to accompany the CIII-CV product.
- Please follow procedures outlined in UNSCHEDULED PRODUCT RETURNS to complete the packaging and shipping of CIII-CV product.

### FOR SCHEDULED CII RETURNS:

- Please do not ship CII products until you receive your DEA 222 form from GRx.
- DEA 222 Request Forms can be obtained by logging into your account on the GRx Customer Portal at [www.guaranteedreturns.com](http://www.guaranteedreturns.com).
- CII's must be shipped in a separate box from all other pharmaceutical returns.
- CII's must be shipped with a copy of your DEA 222 form and Return Authorization form.
- Please follow procedures outlined in UNSCHEDULED PRODUCT RETURNS to complete the packaging and shipping of CII product.

If your facility purchases through a 340b program, these products must be identified and segregated before returning to GRx. Donated/discounted product is not eligible for credit consideration.