

Summit SD Return Goods Policy



GENERAL POLICY. Subject to the terms and conditions of this Returned Goods Policy, non-refrigerated product in "merchantable condition" (as defined below) may be returned to Summit SD, LLC ("Summit SD") if the return request is made within two (2) business days of receipt of delivery and the product is returned within seven (7) calendar days of product purchase. Customer is responsible for shipping costs and coordination for any returns. Any credit due will be issued within fourteen (14) business days of receipt of returned product and all necessary documentation, including the Returned Goods Form.

MERCHANTABLE CONDITION. Merchantable Condition will be determined by the Summit SD's ability to return the item to its inventory for resale in the normal course of its business without special preparation, testing, handling or expense. Product must have been purchased from Summit SD and in original container with label intact, containing fully readable NDC, bar code, lot number, and expiration date. Products will not be considered to be in Merchantable Condition where Federal and State drug pedigree laws prohibit the return of product that is otherwise potentially valid for return.

The following represent items that are non-returnable:

1. Any product not eligible for return in accordance with the return policies of the applicable manufacturer
2. Refrigerated or frozen product
3. Any low stability product that is unusually sensitive to temperature and handling conditions, as indicated by manufacturer specifications.
4. Any item which is not in its original packaging, or that has been used, opened, stickered, marked, damaged, or defaced.
5. Short-dated (e.g. less than six month's shelf life) or expired product (see below)
6. Product purchased from other wholesalers, or other sources.
7. Any item purchased on a "special order" basis, including drop shipments.
8. Narcotics and other controlled substances
9. Product returned pursuant to a voluntary or involuntary Manufacturer Recall may have different requirements. In the case of a recall, Summit SD will communicate any changes to policy specific to that product.

CREDIT AMOUNT. Credit for authorized returns will be issued upon receipt of product and verification of return eligibility. Credit amount to be issued is determined by the type of return. A restocking fee equal to 20% of the purchase price is charged on all eligible returns.

UNAUTHORIZED OR UNMERCHANTABLE PRODUCT. Returns received without prior authorization or containing items not eligible for return in accordance with the Summit SD Policy will not be accepted and will be returned to customer at customer's expense.

EXPIRED DRUG RETURN POLICY. Summit SD will accept expired drugs purchased from Summit SD for return or replacement in accordance with the individual manufacturer's expired drug policy. Please note that manufacturers set their own policies related to expired products. Summit SD will abide by the manufacturer policy for expired drug returns. The authorization process begins through the submission of an Expired Product Authorization (EPA) or the manufacturer's equivalent form. Summit SD will review a customer's completed EPA form and determine which drugs are eligible for return. This will be communicated to the customer.