

Kinray returned goods policy

Products in “merchantable condition” (as defined below) and originally purchased from Kinray may generally be returned to the Kinray distribution center in accordance with, and subject to, the terms and conditions of this policy.

Return made within:	Normal credit amount:
1 - 180 Days from Invoice Date	100 percent of original invoice amount paid by customer. This policy covers all order shortages, filling errors and damage if reported within two (2) business days and such products are returned within ten (10) business days of the date of the applicable invoice.
180 Days – 12 Months from Invoice Date	90 percent of original invoice amount paid by customer.

Returns made greater than 12 months from the invoice date will not be accepted. No credit will be issued, and the product will be returned to customer.

“**Merchantable condition**” will be determined by Kinray based upon its ability to return the product to its inventory for resale in the normal course of its business, without special preparation, testing, handling or expense and will **exclude** the following:

- A. Any product purchased from any supplier other than Kinray.
- B. Any product which has been used or opened; is a partial dispensing unit or unit of sale; is without all original packaging, labeling, inserts, or operating manuals; or that is stickered, marked, damaged, defaced, or otherwise cannot readily be resold by Kinray for any reason.
- C. Short-dated (less than seven (7) months expiration dating), outdated, or seasonal products and products purchased on a “special order” basis, including non-stock and drop-shipped products.
- D. Any product not intended for return to a wholesaler in accordance with the return policies of the applicable manufacturer.
- E. Any product listed by any state or federal regulatory agency as a high-risk pedigree item that is returned without a valid invoice number that cannot otherwise be verified by Kinray.

Unmerchantable products

Any product not eligible for return in accordance with this policy (i.e., the product is not in “merchantable condition” as set forth above) will require return directly to the manufacturer. If any such products are returned to Kinray, they will be returned to customer and no credit will be issued.

Notwithstanding the foregoing, in any case where Kinray accepts the return of such products and agrees to return such products to the applicable manufacturer on behalf of customer (provided the manufacturer allows the return of such products), any credit issued to customer will be determined by Kinray.

Required return documentation

Prior to returning any product to Kinray, customer must execute and deliver to Kinray a **Kinray Returned Goods Authorization Ongoing Assurance** verifying that all returned products have been kept under proper conditions for storage, handling, and shipping.

All requests for credit must be submitted via Weblink or Kinray Customer Service.

A fully completed and signed **Merchandise Return Authorization Form** (the “MRA form”) must accompany all products to be returned.

Note: An MRA form cannot be fully completed without a valid invoice number. The request for an MRA form will be rejected if a valid invoice number is not provided.

Third-party return processors

At the request of customer, Kinray will work with third-party return processors for returns of unmerchantable products. Such arrangement will be subject to mutually agreed upon terms and conditions, to include administrative fees payable to Kinray.

Controlled substances

Credit for the return of controlled substances requires a separate MRA form and such returns must comply with all applicable laws, rules and regulations in addition to the terms and conditions of this policy.

Refrigerated, chemotherapy and hazardous products

Refrigerated, chemotherapy and hazardous products must be returned in packaging that complies with applicable regulatory requirements. All such products that are not returned in packaging that complies with applicable regulatory requirements will be considered damaged and unsaleable. This product will be destroyed and no credit will be issued to customer.

Shorts and damaged products

Claims of order shortages (e.g., products invoiced but not received), filling errors and damage must be reported within two (2) business days from the applicable invoice date, or no credit will be issued. Returns of damaged products or products shipped in error must be received by the Kinray distribution center within ten (10) business days from the applicable invoice date, or no credit will be issued. Controlled substance shortage claims must be reported immediately per DEA requirements. In all instances, credit will not be issued until verification of the claim by Kinray.

No deductions may be taken by customer until a valid credit memo is issued by Kinray.

Shipping of return products

Products to be returned must be placed in a proper shipping container and signed for by the driver when picked up.

Signed MRA forms shall be included in totes with the returned products. Only one (1) MRA form shall be included in each tote.

- If the MRA form is not signed, no credit will be issued, and the products will be returned to the customer.
- If the MRA form is not inside the tote with the returned products, Kinray will attempt to identify the customer that returned the products. The tote will then be returned to the customer with a request for a completed MRA form(s).
- No credit will be issued for products returned but not listed on the accompanying MRA form. Such products will be returned to the customer.

All MRA forms will be reviewed by Kinray for compliance with this policy. The acceptability and valuation of any return is at the sole discretion of Kinray.

Products must be returned to the Kinray distribution center within thirty (30) days from the date of customer's request for an MRA form, or no credit will be issued.

In addition to the requirements set forth in this policy, the customer shall comply with all return procedures required by the Kinray distribution center.

Other restrictions

Excessive returns may result in higher restocking fees as deemed necessary by Kinray.

This policy is subject to change without notice by Kinray. This policy is further subject to modification as may be deemed necessary or appropriate by Kinray to comply with applicable federal and/or state regulations, FDA guidelines, state law and other restrictions applicable to returned products.

FAQs

Will returns be accepted after 365 days?

No. Returns must be made within 365 days of original purchase.

Do I need to have a valid invoice number to return a product?

Yes. An MRA form cannot be fully completed without a valid invoice number. The request for an MRA form will be rejected if a valid invoice number is not provided.