



**RETURN GOODS POLICY
NON-DIRECT ACCOUNTS**

- A. AUTHORIZATION: This policy applies to outdated product only. For overstock returns, Call Customer Relations at (800) 848-0462 for instructions. Product is considered overstock when it has more than 6 months shelf life remaining.**
- 1. PRIOR AUTHORIZATION IS REQUIRED FOR ALL RETURNS. Authorization may be obtained by calling Stericycle Direct Returns (formerly Universal Solutions, Inc.) of Georgia at (800) 777-6565.**
 - UDL Laboratories, Inc. (“UDL”) reserves the right to destroy, as having no value, any product returned without proper authorization.
 - Return authorizations are valid for a period of thirty (30) days only. Returns received with outdated/invalid authorizations will be handled as unauthorized returns and destroyed without credit.
 - In order to receive credit, each box of returns must contain a signed Credit Authorization and Acceptance Agreement with preprinted return authorization shipping labels attached to outer carton(s) or the box of returns will be destroyed without credit.
- B. RETURNABLE ITEMS: In order to be returnable, a product must meet all of the following requirements:**
- Product must be within the following expiry timeframe:
LESS THAN 6 MONTHS REMAINING SHELF LIFE, BUT NOT MORE THAN 12 MONTHS PAST EXPIRATION DATE
 - Product must be a UDL and/or MylanBertek labeled product only, in full unopened packages.
 - Product must be in original containers.
- C. NON-RETURNABLE ITEMS: All product not specifically identified in Paragraph B above, are non-returnable items. The following list of non-returnable items is for example only, and shall not be construed as an all inclusive list:**
- Unauthorized product returns.

2. Product with more than 6 months remaining shelf life.
3. Product beyond 12 months past expiration date.
4. Product which has deteriorated because of inherent characteristics or a result of improper storage, or damage by fire, smoke, water or other influences beyond control.
5. Product involved in sacrifice, fire, or bankruptcy sales.
6. Product sold on a non-returnable basis.
7. Adulterated product.
8. Partial packages.

D. THE DEA FORM 41:

Registrant's Inventory Drugs Surrendered will be processed by Stericycle Direct Returns of New Jersey. The DEA Form 41 must include lot number and expiration date.

E. TRANSPORTATION CHARGES:

Transportation charges, including insurance, are the responsibility of the customer.

F. TERMS:

1. A check will be issued for products meeting all criteria, with the exception of government facilities, which are issued a credit through their designated wholesaler.
2. Allow 2 - 4 weeks after receipt of product for checks to be issued.
3. UDL reserves the right to value such goods at the original selling price or current selling price, in its sole discretion.
4. Processing and disposal fees attributed to any processor other than Stericycle Direct Returns will not be reimbursed by UDL.

G. COMPANY DISCLAIMER:

UDL, in its sole discretion, reserves the right to destroy product as having no value when deemed unfit for sale whether it is returned with or without approval.