



JG Pharma Return Goods Policy

Return Product

1. The JG Pharma Return Goods Policy is subject to change at any time and without prior notice to other parties.
2. All returns must be authorized. Authorization to return product can only be issued by JG Pharma's Customer Service. To obtain a Return Goods Authorization Form, please contact Customer Service at (833)-218-4168 or JGPharmaReturns@icsconnect.com. The shipment must include a copy of the Return Goods Authorization Form.
3. Sales Representatives are not authorized to accept merchandise or to approve the return of merchandise.
4. Return authorization is issued based upon unconfirmed representations made to JG Pharma and is not intended to be a guarantee of reimbursement or a basis for relying upon reimbursement.
 - a. Items Returnable for Credit Product: Items within six (6) months prior to or twelve (12) months after expiration date is considered outdated for all products as long as it does not meet any of the criteria outlined in Section b. JG Pharma may, in its sole discretion, accept returns for credit for other reasons not falling into the criteria outlined in Section b.
 - b. Items Not Returnable for Credit:
 - i. Unauthorized product returns
 - ii. If purchased on a non-returnable basis (e.g. free goods)
 - iii. Any distributor or wholesaler that is not an authorized trading partner of JG Pharma is not eligible to return product for credit.
 - iv. If returned in other than its original package
 - v. If short-dated product was purchased at a special price
 - vi. If involved in a liquidation
 - vii. If Product was handled and stored contrary to the applicable prescribing information
 - viii. If deteriorated because of characteristics beyond the control of the manufacturer (e.g. due to improper storage, heat, cold, water, smoke, fire, etc.)
 - ix. If product contains a pharmacy generated prescription label
 - x. Packages that have been marked or disfigured in any way; excluding labels affixed by a third-party return goods processing company so long as the affixed label does not obscure JG Pharma's original label product description, NDC number, lot number and expiration date
 - xi. If returned more than six (6) months prior to or more than one (1) year after the expiration date
 - xii. Partial product returns will not be accepted
 - xiii. If product is sent to another processing facility and destroyed
 - xiv. Retail, hospital, long-term care, etc. returns that are batched together
 - xv. If lot number and/or expiration date are not legible
 - xvi. If trade packaging contains a quantity greater than the actual package size (overfilled containers)
 - xvii. If involved in a bankruptcy sale unless court ordered
 - xviii. If non-JG Pharma products (foreign) are returned to JG Pharma
5. Returns must be shipped prepaid by customer.
6. Credit for properly returned goods will be based on the current selling price when the returned product is received by JG Pharma. For indirect retail customers, returns will be credited through the indirect customer's wholesaler. Returned merchandise that was purchased on contract or through a promotional price program will be credited at the contract or promotional price.
7. Product Recall: Instructions for returning recall product will be referenced on the official recall



notification at the time of the event. Credit will be issued at the current selling price. Reimbursement for expenses incurred due to manufacturer recall will be based on HDMA guidelines.

8. Special Instructions or Conditions

- a) Provide DEA Registration Number
- b) Indirect customers must provide their wholesaler's name and address.
- c) Batched returns submitted under any name and address other than indirect account itself will not be accepted for credit.
- d) Product must be returned on a separate debit memo or invoice statement not co-mingled with any other manufacturer's product.
- e) It is suggested that customers insure all return shipments. JG Pharma cannot be held responsible for shipments lost in transit or received in damaged condition.
- f) Each shipment of returned merchandise must be accompanied by a Return Goods Authorization Form. Unauthorized returns may be returned to the customer freight collect.
- g) JG Pharma reserves the right to destroy, without recourse, all returned products.
- h) All JG Pharma products are returnable for destruction, regardless of whether or not it is eligible for reimbursement.
- i) DEA Form 41 will not be accepted as a basis for credit issuance