



CANTON LABORATORIES, LLC

RETURN GOODS POLICY

Effective 11/01/2018

This Return Goods Policy only applies to wholesale and retail returns on non-controlled substances. Questions regarding this policy should be directed to our Returns Department cantonreturns@wdsrx.com. All product returns must receive prior authorization.

A. RETURNS PROCEDURE

Prior authorization and a return goods authorization form are required for the return of product. Requests for return should be submitted via email to cantonreturns@wdsrx.com.

Each return goods authorization form must include the following:

- Customer name, full address, email address, phone number and fax number
- Customer Debit Memo Number
- Product name, NDC number, quantity, lot number and expiration date
- Reason for return
- Returns from GA, MS, or NC must be labeled as such

Upon receipt and after review of a valid return goods authorization form, a credit memo will be issued along with return instructions. It is at the discretion of the Returns Department whether the product should be destroyed or returned. If you are instructed to destroy the product, proof of destruction must be received within thirty (30) days of the return authorization. If you are instructed to return the product, Canton Laboratories, LLC must receive the authorized returned product within thirty (30) days of the return authorization. If the product returned to Canton Laboratories, LLC does not meet the "returnable product" standards listed below OR the quantities do not match what was listed on the return goods authorization form, a debit memo will be created to offset the original credit memo that was issued.

B. SHIPMENT OF AUTHORIZED RETURNS

In the case where the Returns Department has requested the returned product be shipped back to Canton Laboratories, LLC warehouse, the product requested for return must be received within thirty (30) days of request. The assigned Canton Laboratories, LLC RA number must be affixed to each shipping container.

Prior authorization of a return must be received before shipping any product to Canton Laboratories, LLC. Product returned without authorization will be destroyed and credit will not be provided.

It is the shipper's responsibility to securely package all returns so as to prevent breakage during transit. Qualifying returned goods are to be shipped PREPAID to:

Woodfield Distribution, LLC
951 Clint Moore Road, Suite A
Boca Raton, Florida 33487

CANTON LABORATORIES, LLC RESERVES THE RIGHT TO CHANGE THIS POLICY WITHOUT PRIOR NOTIFICATION. UPON CHANGE, THE NEW POLICY WILL BE COMMUNICATED TO ALL DIRECT CUSTOMERS.



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C. RETURNABLE PRODUCT

Canton Laboratories, LLC will accept the following products for credit:

- Expired product within six (6) months after labeled expiration date. Product must be full, unopened with the original seal and contained in original packaging.
- Product shipped in error by Canton Laboratories, LLC or its agents, provided the product is returned within ten (10) days of delivery.
- Product damaged in transit, provided the product is returned within ten (10) days of delivery.
- Concealed damage discovered upon opening package.
- Products recalled by Canton Laboratories, LLC.
- Discontinued products received by Canton Laboratories, LLC for return authorization within six (6) months after the published issue date of the discontinuation notice.

D. NON-RETURNABLE PRODUCT

Canton Laboratories, LLC reserves the right to refuse and/or destroy, without credit, any product as noted:

- Product that is six (6) months past the published discontinuation date (NRP).
- Product not yet expired and/or saleable merchandise. (In-Dated, IND).
- Product with damage due to improper storage and handling or by being subjected to extremes in temperature.
- Product involved in a fire sale, bankruptcy, or distress sale.
- Any return that does not follow Canton Laboratories, LLC Return Goods Policy.
- Product that has been opened and/or with partial contents (PTL) (except returns from Georgia, North Carolina and Mississippi pursuant to state law).
- Product repackaged; not in the original container; or defaced with label alterations, stickers or markings (DMG).
- Product that is six (6) months past the labeled expiration date (OEX).

E. TERMS OF RETURN

- Outdated unopened product returns will receive credit for the lower of original wholesale acquisition cost minus ten percent (10%), original wholesale acquisition cost less special discounts taken, or contract price if applicable. Purchasing agency will be required to supply invoice on all disputed prices.
- Credit for any opened product, which includes full containers with broken seals, will not be given.
- Canton Laboratories, LLC and any contracted party by Canton Laboratories, LLC, reserves the right to audit the processing records of any returns processing center to validate the count of product as claimed by the direct purchasing customer.

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TERMS OF RETURN (cont.)

- Credit for returns will be given to the original purchaser.
- Credit will be provided through credit memos only.
- Freight, all transportation charges, and return processing fees are paid by the customer (PFW).
- Product returned without authorization will be destroyed and credit will not be provided.
- A Credit Memo is considered final after sixty (60) days from the issue date. All disputes or questions regarding a Credit Memo should be submitted to the Returns Department within sixty (60) days of it being issued.
- A Credit Memo expires after sixty (60) days from the issue date.
- Physical product, when requested, must be returned in order to receive credit.

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