



RETURN GOODS POLICY Effective 11/01/2011

Phone: 1-800-967-5952
Fax: 1-817-868-5343

Inmar Customer Service
rarequest@inmar.com

Midlothian Laboratories values your business and we appreciate the opportunity to serve you. To ensure your returned products are processed correctly, please familiarize yourself with the following instructions and policy.

Authorization is required for all returns.

Returnable Items:

- Product purchased directly from Midlothian Laboratories
- If you are a retailer that has purchased our product from a wholesaler/distributor, you must return the product to the wholesaler/distributor, not Midlothian Laboratories
- Product authorized as returnable & returned within policy guidelines
- Product with six months or less before expiration date
- Expired product in sealed, unopened container but not more than twelve (12) months past expiration date
- Product damaged during shipping if reported within ten (10) days of receipt and received within 30 days of invoice date
- Shipping errors if reported within ten (10) days of receipt and received within 30 days of invoice date **Quantity discrepancies or incorrect product received should be directed to jpatterson@midlothianlabs.com or call Jim Patterson at 1-800-344-8661**

Procedure:

- The most efficient way to obtain your return label and track the progress of the return is by visiting Inmar's RA website at <https://clsnetlink.com> (You will be required to upload a debit memo in PDF format)
- E-mail or Fax debit memo to rarequest@inmar.com or 817-868-5343
- Return should include merchandise authorized for return and **be shipped using the Inmar provided RA box Label(s)**

**Send only Authorized returns prepaid to:
Inmar Pharmaceutical Services
4332 Empire Road
Fort Worth, TX 76155**

Non-Returnable Items:

- Product sold as short-dated, closeout, special promotion and/or sold as non-returnable
- Product not purchased directly from Midlothian Laboratories or obtained through normal channels of distribution
- Products with the label defaced or removed
- Unauthorized returns
- Product still in date or more than 12 months past expiration date
- Product damaged at the customer's warehouse or store level
- Product stored under improper conditions or exposed to fire, smoke, water or other adverse environmental conditions

Credit: All authorized returns in accordance with and subject to the other terms and conditions set forth herein will be credited at current net price or the lowest price billed within the last 12 months (whichever is lower), not current Wholesale Acquisition Cost, less 15% (manufacturer handling fee). All issued credit will expire one year from issuance.

Product not Eligible for Credit:

- No partial bottles will be credited ~ Midlothian Laboratories will not issue credit for partial bottles of suspensions, liquids, tablets or capsules (except when required by state law).
- Product not returned within 30 days of Return Authorization issuance. All Return Authorization Numbers expire 30 days from issuance. Authorization to return product may only be obtained once.
- All returns with a total value of \$25.00 or less
- Midlothian will not issue credit for product destroyed by a third party. Product must be returned and verified prior to credit issuance.

*******Midlothian Laboratories will not be responsible for Third Party Processing Fees.**