

Blu PHARMACEUTICALS

Commercial Sales Returned Goods Policy

Authorization

In order to receive credit, prior authorization is required for all returns.

Procedure

1. Requests for authorization should be made in writing and faxed to 270-586-6389 or mailed to 301 Robey Street, Franklin, KY 42134.
2. Send products, RGA form and, if available, copy of original sales invoice.
3. Send returns prepaid to the attention of Blu Pharmaceuticals, LLC, ATTN: Returns Department at 301 Robey Street, Franklin, KY 42134

Transportation & Charges

Unless expressly authorized, freight charges for all returns as a result of normal business operations are the responsibility of the customer. COD shipments will be refused. Blu Pharmaceuticals, LLC is not responsible for lost or damaged shipments of returned products; insuring and tracking of shipments are the responsibility of the customer.

Returnable Items

- Product authorized as returnable and returned within the policy guidelines
- Product purchased directly from Blu Pharmaceuticals, LLC
- Shipping errors and damaged product if reported within 10 days of receipt and returned within 30 days of Invoice Date
- Product with less than 6 months expiration or expired for no more than 12 months
- Product partials in 25% bottle increments

Non-Returnable Items

- Product not authorized for return or otherwise falls outside of established returns policies
- Product sold as short-date, close-out or special promotions marked as non-returnable at time of sale
- Product returnable through normal channels as allowed by the Wholesaler
- Product obtained other than through normal channels of distribution, purchased from a source other than an approved distributor of Blu Pharmaceuticals, LLC.
- Items deteriorated or damaged due to conditions beyond the control of Blu Pharmaceuticals, LLC while in the possession of the customer, such as improper storage, heat, cold, water, smoke, etc.
- Product distributed outside the United States
- Professional Samples
- Product with defaced or removed label
- Product with more than 6 months dating or expired for more than 12 months
- Overstock product that is in date.
- Product for which proof of purchase cannot be verified.

Terms of Return Policy

Credit will be issued only to direct or contracted customers. Credit will be issued and calculated based on the lower of the current market price or original purchase price-. Credits will be allowed for future purchases and are valid for twelve months from the date of issue. Freight charges and shipping & handling fees are not refundable. Credit or reimbursement for products destroyed by the customer without written approval from Blu Pharmaceuticals, LLC will not be issued. Blu Pharmaceuticals, LLC is not responsible for damaged or lost return shipments. Credit for returned items may not be claimed against outstanding invoices until credit has been issued. Blu Pharmaceuticals, LLC reserves the right to require proof of purchase on any returned item.

Blu Pharmaceuticals shall not be liable for any fees associated with any 3rd party provider. Partials shall be estimated to the nearest ¼.

All returns are subject to final review and acceptance by Blu Pharmaceuticals, LLC and will be processed in accordance with the most recent returns policy in effect at the time of return. All product received becomes the property of Blu Pharmaceuticals, LLC, who reserves the right to dispose of the merchandise and declare no credit value. Product received outside of policy guidelines will not be returned to the customer and no credit will be issued.

Blu Pharmaceuticals, LLC reserves the right to make policy exceptions for extenuating circumstances and reserves the right to modify this policy. The return of drugs under this policy shall also be consistent with all other Federal, State and local laws and regulations.