



## Return Goods Policy

### RETURN PROCESS

Prasco has selected GENCO Pharmaceutical Services to handle and process the return of Prasco and applicable Prasco Partner products. Returns must be made directly to:

GENCO Pharmaceutical Services  
6101 North 64<sup>th</sup> Street  
Milwaukee, WI 53218  
DEA #RS0230778

Phone: 800.950.5479 or 414.967.2800  
Fax: 414.967.2810  
EMail: [cs@gencopharma.com](mailto:cs@gencopharma.com)

### The following information should be included with the product returned:

- Debit memo or reference number - separate debit memos are required for each labeler code
- Name and address of facility returning product
- Name of wholesaler (if applicable)
- Account number with wholesaler (if applicable)
- NDC Number
- Product name and strength
- Lot number and expiration date
- Quantity
- Reason for return

**For return of Schedule II Controlled Substances, contact GENCO Pharmaceutical Services to obtain return authorization and DEA Form-222.**

### SHIPMENT ERRORS AND DAMAGES

GENCO Pharmaceutical Services will not accept returns for shipments made in error or damaged during shipment. Please contact Prasco Customer Service at 866.525.0688 for authorization and instructions.

- Issue must be reported within five (5) business days of receipt.
- Damaged shipments must be accompanied by signed proof (bill of lading) from the carrier
- Product must have the return authorization number visible on the carton and be received within ten (10) business days.

### TERMS AND CONDITIONS

- Credit for approved returns will be determined and issued by Prasco.
- Credit will not be issued for products that have been destroyed by the purchaser.
- Transportation charges must be prepaid by the customer. Insuring and tracking are optional but suggested.
- Any unauthorized returns to Prasco's distribution center will not receive credit.



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### RETURNABLE ITEMS

- Product within three (3) months of expiration
- Outdated product not more than twelve (12) months past expiration
- Product shipped in error or damaged in transit. (See above for details and instructions)
- Concealed damage claims made within ten (10) business days of receipt

### NON-RETURNABLE ITEMS

- Product with more than three (3) months or more of remaining shelf life
- Product more than twelve (12) months past expiration
- Product shipped in error or damaged in transit; if not reported within five (5) business days of receipt or reported but not returned within ten (10) business days or not accompanied by signed proof noting damage.
- Concealed damage claims made after ten (10) business days of receipt
- Products sold on a non-returnable condition of sale. (short-dated, discontinuation, promotional, free goods, etc.).
- Partial product unless required by state or federal regulations.
- Products involved in a sacrifice, fire, or bankruptcy sale.
- Products damaged by insurable adversities such as fire, smoke, water or other acts of God.
- Product damaged by improper handling.
- Private label, repackaged product, products not in original container or product in original container that has been marked, coded or disfigured.
- Product sold contrary to local, state or federal law.

### THIRD PARTY PROCESSING

- Third party processing fees are the responsibility of the customer.

### DISCLAIMER

- Prasco may, at its sole discretion, make changes without prior notice to the Returns Good Policy.
- Prasco reserves the right to destroy merchandise returned which is deemed unfit for sale whether or not it is accepted for credit.
- Prasco will not directly reimburse consumers or pharmacies.