

Returns quick guide

This guide contains:

- Return policy
- Packing guidelines

Getting Started

You can initiate a return on ABC Order or by calling customer service at 800.633.7555.

Once you have initiated a return in ABC Order you can find your Return Authorization forms (RA) and labels in the return center in ABC Order. Please note: product is considered short dated at 90 days before expiration, these should be keyed as a non-salable return.

If you initiated your return via customer service you should receive your Return Authorization by email from AmerisourceBergen Return Authorization (ABC_RETURNS@amerisourcebergen.com).

If you need additional labels please call customer service at 800.633.7555.

Please check the Return To address carefully. Product can be shipped from a number of our distribution centers and must be returned accordingly. **This address will not always be the Dothan, AL location. If product is returned to the wrong location it could result in a processing delay and ultimately a delay in credit receipt.**

RETURN AUTHORIZATION

Return No: **307963944** Customer Ref No: **9061160608**
 Document No: 9061160608
 Date: 11/25/2020 Expiration Date: 02/23/2021

1 of 1

Check **where** to send return

Return To	ASD Specialty Healthcare, LLC DBA ONCOLOGY SUPPLY 2811 Horace Shepard Dr Dothan AL 36303-1038	Customer	
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R307963944100260385R

AUTHORIZATION TO RETURN ONLY

NDC/UPC	Item No	Qty	UOM	Description	Reason Code	Remarks
50242005110	10248053	3	EA	RITUXAN 100MG/10ML SDV 10 GENENTECH, INC. USA	FG	EXP DATE:

Lot#: 3331107

Exp Date: 07/31/2022

Quick return checklist

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Ensure that lot # and NDC # on your product match what is listed on the RA form <input type="checkbox"/> Use only the return label provided <input type="checkbox"/> No writing or labels on the product package <input type="checkbox"/> No broken seals on product package <input type="checkbox"/> Lot and expiration must be intact | <ul style="list-style-type: none"> <input type="checkbox"/> Flats and packs must be intact <input type="checkbox"/> Check return address carefully, see that it matches the address specified on the Return Authorization <input type="checkbox"/> Must be packed per the guidelines. It's important frozen gel packs are not touching the medication as this moisture can damage the product. <input type="checkbox"/> Please do not package refrigerated (overnight) items with ambient (ground) shipped items. To insure product will receive proper credit, please use the appropriate return label provided per product shipping method. |
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Return policy

Credit turnaround

Our commitment is to issue credit on saleable or manufacturer returnable product on the day it is received by Oncology Supply.

General return policy

A return authorization from our Customer Service Department is required. A Certification and Representation Agreement must be signed and returned to customer service prior to Oncology Supply issuing a return goods authorization number. Saleable product must be returned in original packaging and condition under climate control requirements. Special order items and controlled substances are non-returnable. Oral items are subject to manufacturer policy.

Non-saleable product can be returned for credit if it is returnable to the manufacturer within their specific return policy. Call Oncology Supply for manufacturer information. Product is considered short dated at 90 days before expiration date, these should be keyed as a non-saleable returns for credit.

Product purchase must have originated with Oncology Supply.

Oncology Supply understands there may be special circumstances not specifically addressed in this policy. Please contact your Oncology Supply representative if you have any questions or need additional information.

Product condition	Accompanying invoice information	Credit issued**
Saleable (at least 3 months dating)	Yes	100% of purchase price
Non-saleable, returnable to vendor	Yes	75% of purchase price (based on manufacturer policy)
Non-saleable, non-returnable to manufacturer or not stocked by Oncology Supply	No	No credit

* Invoice Information is available from the ABC Order website.

** Credit issued to the customer will be the be by the amount paid on the invoice.

Please refer back to your credit application where parties are defined: Credit for returned merchandise will be assessed upon receipt of the merchandise and only for items that are authorized for return by the applicable ASD Party. Issuance of a return authorization does not guarantee credit will be issued. All credits will be reflected in Applicant's account to apply toward future purchases. For all ASD Parties, Applicant must report any errors and/or discrepancies within **48 hours** of receipt for all items. The respective ASD Party is not obligated to issue credit for errors or discrepancies not reported within such time period. Credits will be issued at the original purchase price shown on the invoice, less the amount of off-invoice allowances or adjustments, if any. Items returned due to Applicant error or overstocking are subject to a handling charge. All returns must comply with these terms and conditions and all applicable laws, rules and regulations.

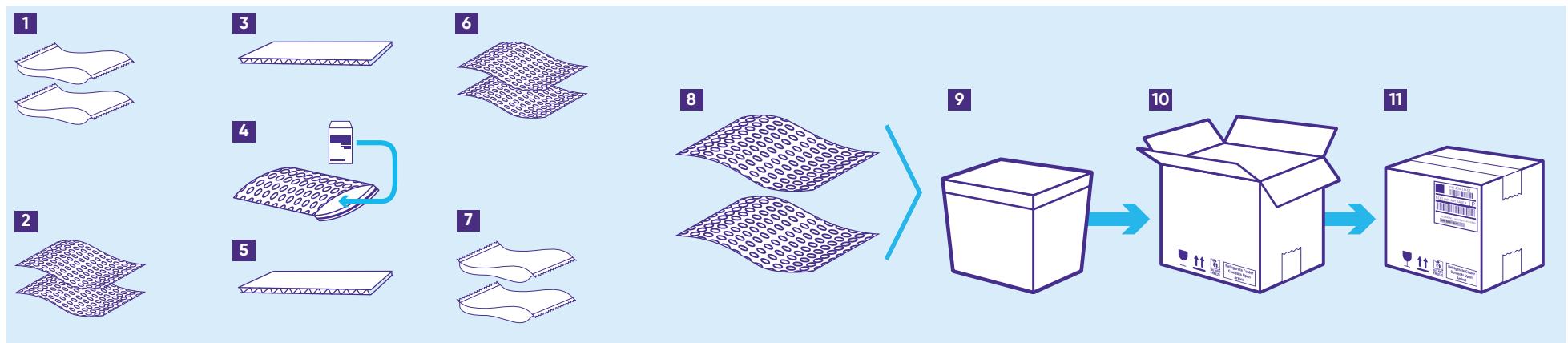
Refrigerated packing instructions

Medium cooler size: 12 qt – 13.25" x 10.25" x 12.25"

Summer product return

Products eligible for return are outlined in our product return policy. It is extremely important for you to follow these instructions exactly when returning your product to Oncology Supply. Failure to pack your product as directed may affect your credit eligibility.

If you need additional information, please contact Oncology Supply customer service at 800.633.7555.



1 Place two 24 oz. refrigerated gel pack in the bottom of the cooler.

2 Place two layers of 1/2" bubble sheets on top of gel packs.

3 Place one corrugated insert (cardboard pad) on top of bubble sheets.

4 Place the product in a zip-top or bubble bag to protect product from condensation. Gently fold the bag around the product and seal the bag. Then place bag on top of insert inside the cooler.

5 Place one corrugated insert (cardboard pad) on top of product.

6 Place two layers of 1/2" bubble sheets on top of the insert.

7 Place two 24 oz. frozen gel packs on top of the bubble sheets.

8 Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

9 Place lid on cooler and tape shut to insure cooler lids remain intact during shipment.

10 Put the cooler in a corrugated shipper box.

11 Seal the box and attach shipping label.

Packages must be shipped Monday through Wednesday via FedEx or UPS only utilizing standard overnight delivery.

Please note

Freeze the gel packs for at least 48 hours before packing the box.

To prevent gel packs from thawing and damaging product, **please DO NOT ship refrigerated returns on Thursdays or Fridays.**

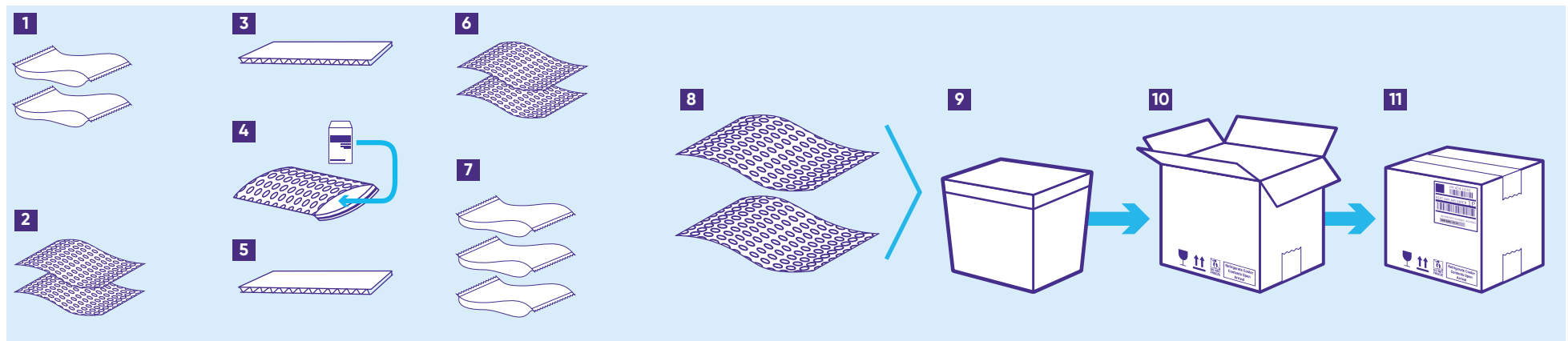
Refrigerated packing instructions

Large cooler size: 22 qt - 15.5" x 13.5" x 13.25"

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1 Place two 24 oz. refrigerated gel pack in the bottom of the cooler.

2 Place two layers of 1/2" bubble sheets on top of gel packs.

3 Place one corrugated insert (cardboard pad) on top of bubble sheets.

4 Place the product in a zip-top or bubble bag to protect product from condensation. Gently fold the bag around the product and seal the bag. Then place bag on top of insert inside the cooler.

5 Place one corrugated insert (cardboard pad) on top of product.

6 Place two layers of 1/2" bubble sheets on top of the insert.

7 Place three 24 oz. frozen gel packs on top of the bubble sheets.

8 Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

9 Place lid on cooler and tape shut to insure cooler lids remain intact during shipment.

10 Put the cooler in a corrugated shipper box.

11 Seal the box and attach shipping label.

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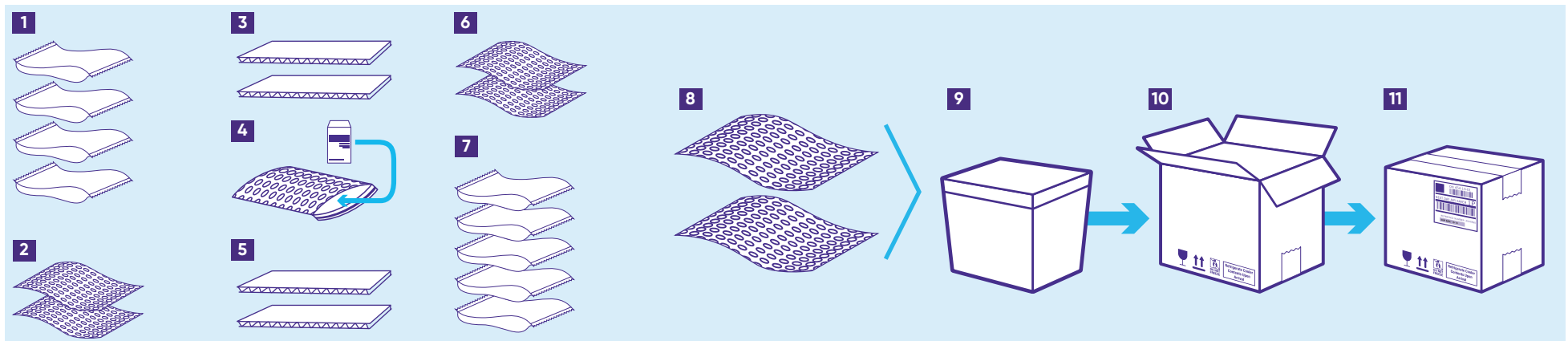
Refrigerated packing instructions

XLarge cooler size: 44 qt - 24" x 16" x 13.75"

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1 Place four 24 oz. refrigerated gel pack in the bottom of the cooler.

2 Place two layers of 1/2" bubble sheets on top of gel packs.

3 Place two corrugated insert (cardboard pad) on top of bubble sheets.

4 Place the product in a zip-top or bubble bag to protect product from condensation. Gently fold the bag around the product, and seal the bag. Then place bag on top of insert inside the cooler.

5 Place two corrugated insert (cardboard pad) on top of product.

6 Place two layers of 1/2" bubble sheets on top of the insert.

7 Place five 24 oz. frozen gel packs on top of the bubble sheets.

8 Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

9 Place lid on cooler and tape shut to insure cooler lids remain intact during shipment.

10 Put the cooler in a corrugated shipper box.

11 Seal the box and attach shipping label.

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Freeze the gel packs for at least 48 hours before packing the box.

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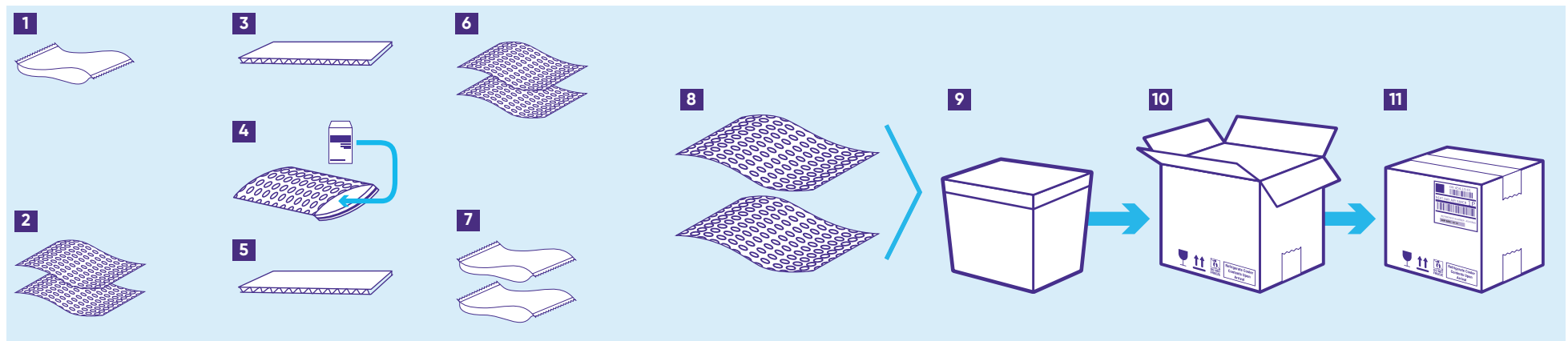
Refrigerated packing instructions

Medium cooler size: 12 qt – 13.25" x 10.25" x 12.25"

Winter product return

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1 Place one 24 oz. refrigerated gel pack in the bottom of the cooler.

2 Place two layers of 1/2" bubble sheets on top of gel packs.

3 Place one corrugated insert (cardboard pad) on top of bubble sheets.

4 Place the product in a zip-top or bubble bag to protect product from condensation. Gently fold the bag around the product and seal the bag. Then place bag on top of insert inside the cooler.

5 Place one corrugated insert (cardboard pad) on top of product.

6 Place two layers of 1/2" bubble sheets on top of the insert.

7 Place two 24 oz. frozen gel packs on top of the bubble sheets.

8 Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

9 Place lid on cooler and tape shut to insure cooler lids remain intact during shipment.

10 Put the cooler in a corrugated shipper box.

11 Seal the box and attach shipping label.

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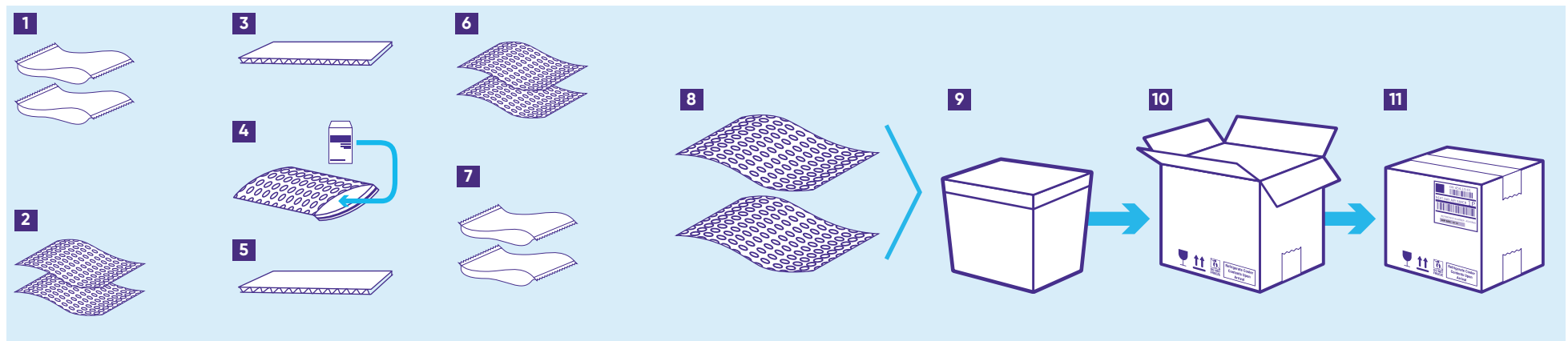
Refrigerated packing instructions

Large cooler size: 22 qt - 15.5" x 13.5" x 13.25"

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1 Place two 24 oz. refrigerated gel pack in the bottom of the cooler.

2 Place two layers of 1/2" bubble sheets on top of gel packs.

3 Place one corrugated insert (cardboard pad) on top of bubble sheets.

4 Place the product in a zip-top or bubble bag to protect product from condensation. Gently fold the bag around the product and seal the bag. Then place bag on top of insert inside the cooler.

5 Place one corrugated insert (cardboard pad) on top of product.

6 Place two layers of 1/2" bubble sheets on top of the insert.

7 Place two 24 oz. frozen gel packs on top of the bubble sheets.

8 Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

9 Place lid on cooler and tape shut to insure cooler lids remain intact during shipment.

10 Put the cooler in a corrugated shipper box.

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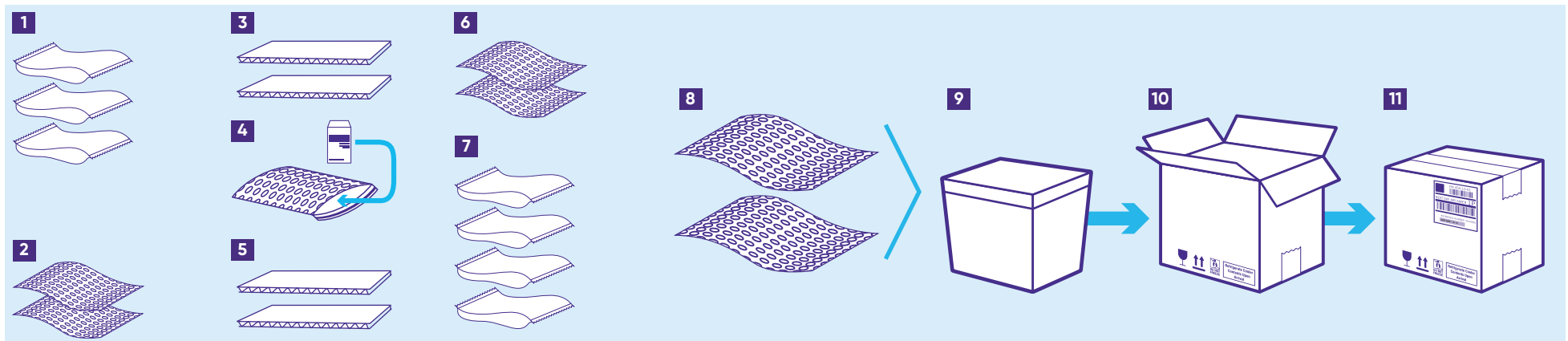
Refrigerated packing instructions

XLarge cooler size: 44 qt - 24" x 16" x 13.75"

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1 Place three 24 oz. refrigerated gel pack in the bottom of the cooler.

2 Place two layers of 1/2" bubble sheets on top of gel packs.

3 Place two corrugated insert (cardboard pad) on top of bubble sheets.

4 Place the product in a zip-top or bubble bag to protect product from condensation. Gently fold the bag around the product and seal the bag. Then place bag on top of insert inside the cooler.

5 Place two corrugated insert (cardboard pad) on top of product.

6 Place two layers of 1/2" bubble sheets on top of the insert.

7 Place four 24 oz. frozen gel packs on top of the bubble sheets.

8 Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

9 Place lid on cooler and tape shut to insure cooler lids remain intact during shipment.

10 Put the cooler in a corrugated shipper box.

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