

## Return Policy Effective April 1<sup>st</sup>, 2021

### Conditions for Return for Direct Customers Only

#### Expired Products

Aspen's return form can be downloaded by visiting [www.aspenpharma.ca](http://www.aspenpharma.ca). Please contact Customer Service at [can.aspencustomerservice@ca.aspenpharma.com](mailto:can.aspencustomerservice@ca.aspenpharma.com) with your completed return form to obtain approval and Return Goods Authorization number (RGA#). **This approved form must be attached to the shipment of goods being returned.** Indirect customers must return product back to point of purchase.

**Lynden International Logistics Co.**  
**45 Quarterman Road, Guelph, ON, N1C 1C2**  
**Telephone: 1-844-330-1213**

Expired products can be returned if the product has expired within the last **nine (9) months**. Returns are to be shipped freight prepaid to Lynden International Logistics Co. Address also found on return form.

Products not approved or returned in error will not be shipped back to the customer and no credit will be provided.

#### Credit Granted

For accounts in good standing, a credit will be granted for:

- Goods returned received within **twelve (12) months** (*ends March 31<sup>st</sup>, 2021*)
- Goods returned received within **nine (9) months** of the expiry date [*effective April 1<sup>st</sup>, 2021*].
- Unopened bottles.
- Ampoules and vials in the original, unopened pack.
- Wholesaler/Expired Retail Eligible Product will receive a credit of **90%** of the purchase price plus applicable taxes.
- Wholesaler/Expired Hospital Eligible Product will receive a credit of **90%** of the contract purchase price by the applicable hospital plus applicable taxes.

#### Credit Refused

Aspen cannot and does not accept responsibility for:

- Partial returns
- Unexpired products
- Products damaged by fire, smoke, heat and/or water, negligence, improper storage or involved in fire or bankruptcy sale.
- Products not in the original packaging, or which have been repackaged, open packages, over labelled or price stickered.
- Product lot and expiry date not legible.
- No Returns Goods Authorization number (RGA#) and return form attached to the returned box.
- Aspen reserves the right to reduce the valuation or refuse credit due to inadequate inventory practices including allocation or overstock.



Aspen Pharmacare Canada Inc.

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Tel: +1 (844) 330-1213 [www.aspenpharma.ca](http://www.aspenpharma.ca)

## **Damage, Short shipment and Overage Claims**

All Claims must be communicated by emailing [can.aspencustomerservice@ca.aspenpharma.com](mailto:can.aspencustomerservice@ca.aspenpharma.com) for any damage, short or overage product shipments within 72 hours of receipt.

For any damages, pictures must be included. Any time past 72 hours (3 business days) will be denied and ineligible for credit. If approved and eligible, a 100% credit will be issued.

**All returns are subject to valuation by Aspen Pharmacare, without recourse, unless governed by the terms of a separate written Aspen Pharmacare customer agreement.**