

Return Policy

Expired products can be returned if the product has expired within the last **six (6) months**. This policy is applicable to direct customers only. Indirect customers must return product back to point of purchase.

Aspen's claims must be submitted online through the GFL Portal to receive a Return Goods Authorization (RGA). **The approved RGA documents must be attached to the shipment of goods being returned.**

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 **six (6) months** of the expiry date.
- 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; unless pre-approved by Aspen Quality and identified as a quality defect.
- Product lot and expiry date not legible.
- No RGA number 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.

Please follow the steps below to submit a claim and see the attached user manual for more detail.

1. Log into GFL portal
2. From the header tabs, select ENTER CLAIM
3. Enter UPC to auto-populate the remaining fields
4. Enter Lot Number, Expiry, and Quantity
5. Once all products are added, click complete claim
6. You will receive a Return Goods Authorization (RGA) number upon completion of claim
7. Attach one copy per box returned
8. RGA numbers should be visible on the outside of the shipping box.
9. Ship the product(s) to GFL. Address below:

Returns are to be shipped freight prepaid to **GFL Environmental Services Inc.**

GFL Environmental Services Inc.
Attention: Customer Service Department
76 Wentworth Court (Door 12)
Brampton, ON
L6T 5M7
Telephone: 1-877-474-3778
Email: stcl-rmscanada@gflenv.com

If you do not already have an account with GFL, please register with your email to gain access at –
<https://returns.gflenv.com/>

Damage, Short Shipment and Overage Claims

All Claims must be communicated by emailing 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.