

Specialty returns quick guide

This guide contains:

- Return policy
- Packaging guidelines

Getting started

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

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. **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
 [Redacted Customer Information]


 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

Follow these steps to support the proper handling and shipment of refrigerated and frozen returns.

- | | |
|---|---|
| ☐ Ensure that lot # and NDC # on your product match what is listed on the RA form | ☐ Check return address carefully, see that it matches the address specified on the Return Authorization. There could be multiple return authorizations requiring shipment to different Cencora distribution centers. |
| ☐ Use only the return label provided. | ☐ Must be packed per the guidelines using only Cencora approved materials. It's important frozen gel packs are not touching the medication as this moisture can damage the product. |
| ☐ No writing or labels on the product package | ☐ Please do not package frozen items with non-frozen items. To keep product eligible for credit, please use the appropriate return label provided per product shipping method paying close attention to the required refrigeration and or freezing of the gel packs as is listed in the packout guide. |
| ☐ No broken seals on product package | |
| ☐ Lot and expiration must be intact | |
| ☐ Flats and packs must be intact | |
| ☐ Gel packs should be frozen for 48-hours prior to packaging a return | |
| ☐ Shipments must be sent Mondays-Thursdays - Do not ship on Fridays or Thursdays before holidays | |

Return policy

Credit turnaround

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

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 Cencora 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 Cencora for manufacturer information. Product is considered short dated at 90 days before expiration date, these should be keyed as a non-salable returns for credit.

Product purchase must have originated with Cencora.

Cencora understands there may be special circumstances not specifically addressed in this policy. Please contact your Cencora 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 Cencora	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 Cencora 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 Cencora Parties, Applicant must report any errors and/or discrepancies within 48-hours of receipt for all items. The respective Cencora 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

cencora

Small cooler size: 14.5" x 12.375" x 11.375"

Total gel packets: 2

Summer product return

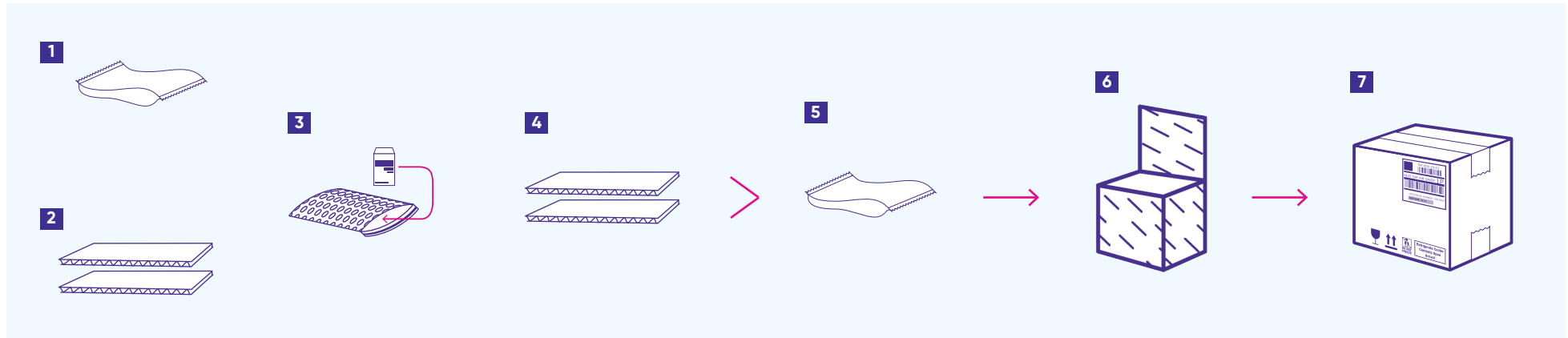
Products eligible for return are outlined in our product return policy. It is extremely important for you to follow these instructions exactly when returning your product to Cencora.

Failure to pack your product utilizing Cencora approved materials as directed may affect your credit eligibility.

Please note:

- **Freeze the gel packs for at least 48-hours or until frozen throughout before packing the box.**
- **Packages must be shipped Monday through Thursday via FedEx only utilizing standard overnight delivery.**
- To prevent gel packs from thawing and damaging product, **please DO NOT ship refrigerated returns on Fridays or before holidays.**

If you need additional information, please contact customer service.



1 Place [1] 48 oz. gel pack in the bottom of ClimaCell® recyclable cooler.

2 Place [2] corrugated divider (cardboard pad) on top of gel packs.

3 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 divider inside the cooler.

4 Place [2] corrugated divider (cardboard pad) on top of product.

5 Place [1] 48 oz. gel packs on top of dividers. Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

6 Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler. Put the cooler in a corrugated shipper box.

7 Seal the box and attach shipping label.

Refrigerated packing instructions

cencora

Medium cooler size: 15" x 13" x 12.25"

Total gel packets: 3

Summer product return

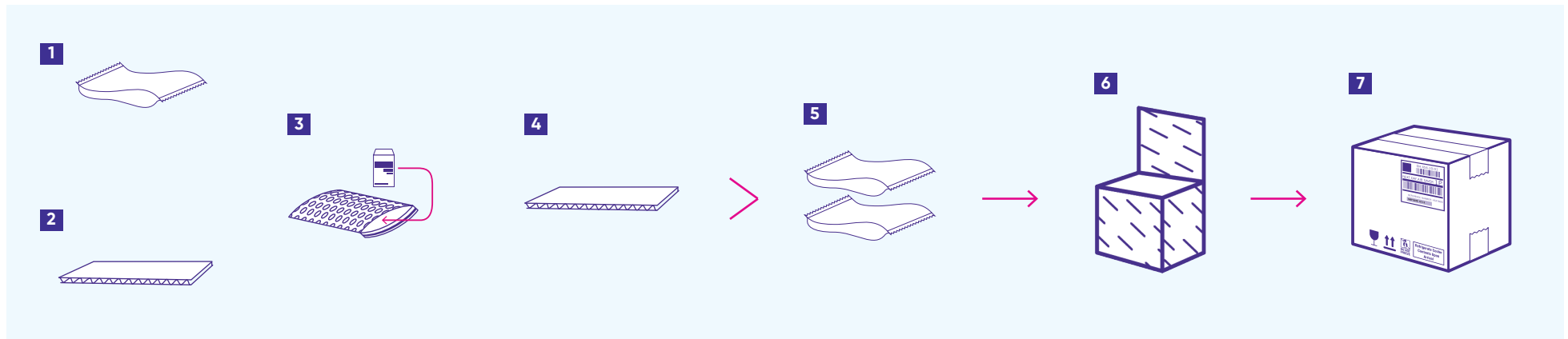
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1 Place [1] 48 oz. gel pack in the bottom of the cooler.

2 Place [1] corrugated divider (cardboard pad) on top of gel packs.

3 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 divider inside the cooler.

4 Place [1] corrugated divider (cardboard pad) on top of product.

5 Place [2] 48 oz. gel packs on top of divider. Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

6 Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler. Put the cooler in a corrugated shipper box.

7 Seal the box and attach shipping label.

Refrigerated packing instructions

cencora

Large cooler size: 18" x 13.5" x 10.5"

Total gel packets: 4

Summer product return

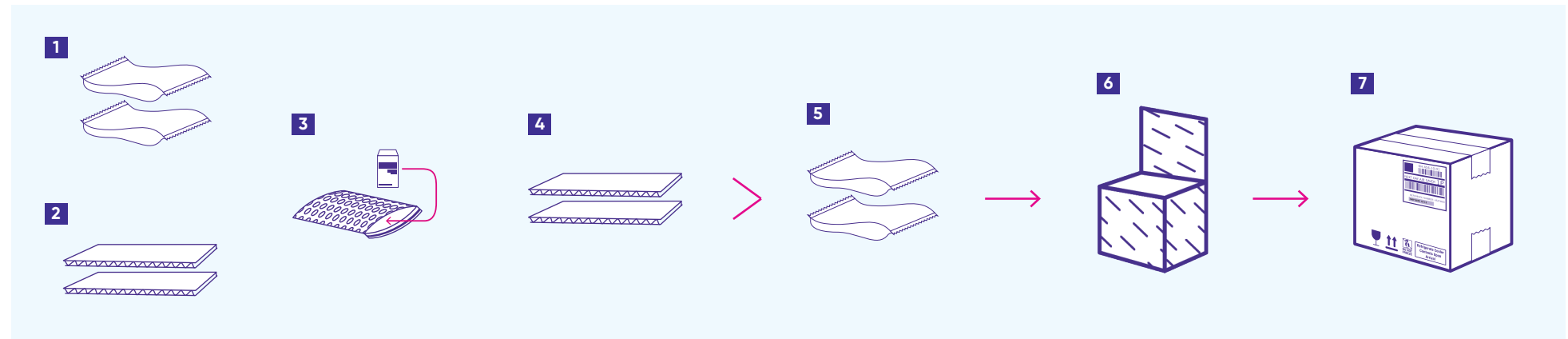
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1 Place [2] 48 oz. gel pack in the bottom of ClimaCell® recyclable cooler.

2 Place [2] corrugated divider (cardboard pad) on top of gel packs.

3 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 divider inside the cooler.

4 Place [2] corrugated divider (cardboard pad) on top of product.

5 Place [2] 48 oz. gel packs on top of dividers. Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

6 Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler. Put the cooler in a corrugated shipper box.

7 Seal the box and attach shipping label.

Refrigerated packing instructions

cencora

Extra large cooler size: 23.75" x 18.75" x 14"

Total gel packets: 6

Summer product return

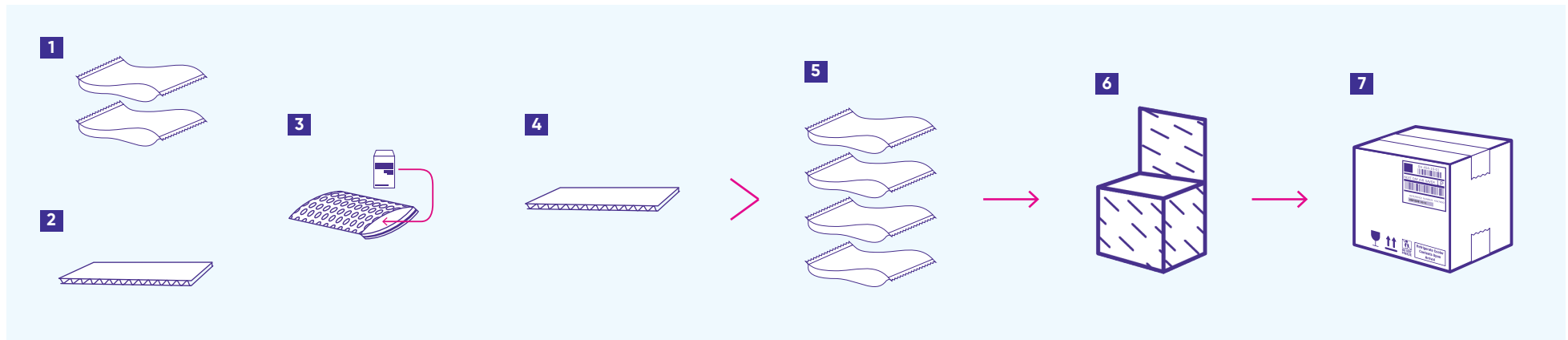
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1 Place [2] 48 oz. gel pack in the bottom of ClimaCell® recyclable cooler.

2 Place [1] corrugated divider (cardboard pad) on top of gel packs.

3 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 divider inside the cooler.

4 Place [1] corrugated divider (cardboard pad) on top of product.

5 Place [4] 48 oz. gel packs on top of divider. Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

6 Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler. Put the cooler in a corrugated shipper box.

7 Seal the box and attach shipping label.

Refrigerated packing instructions

cencora

Small cooler size: 14.5" x 12.375" x 11.375"

Total gel packets: 2

Winter product return

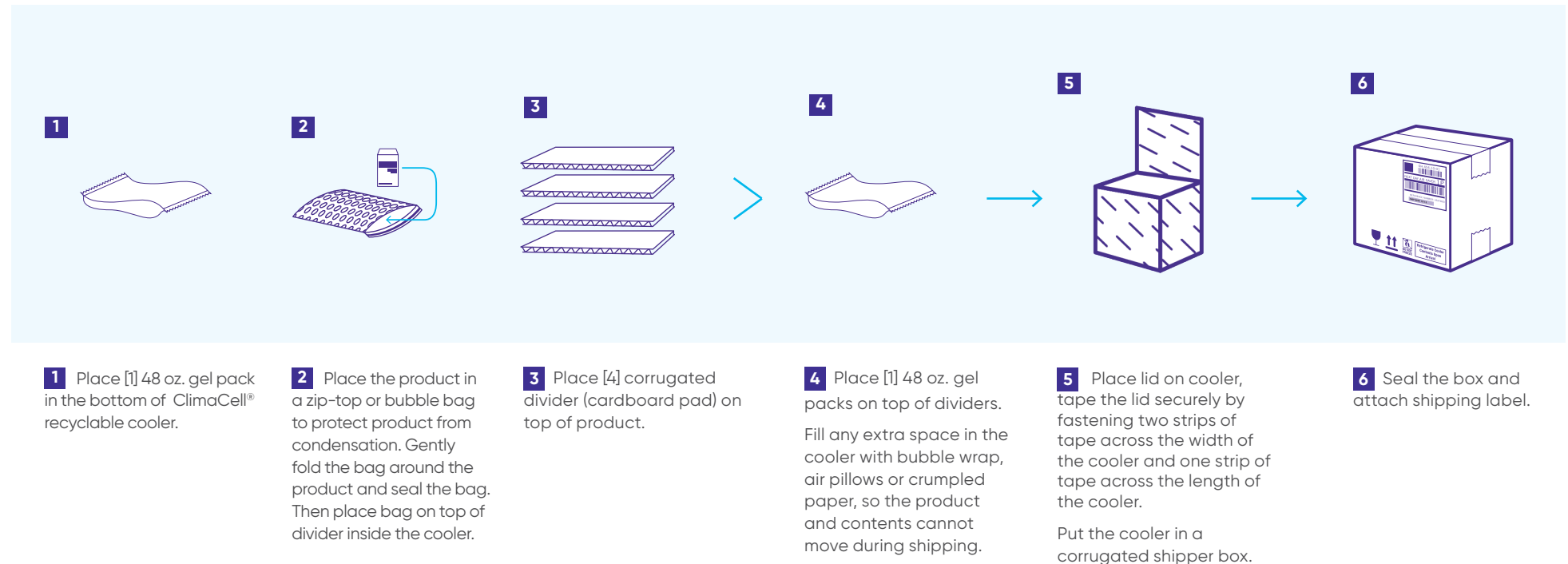
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Failure to pack your product utilizing Cencora approved materials as directed may affect your credit eligibility.

Please note:

- **Freeze the gel packs for at least 48-hours or until frozen throughout before packing the box.**
- **Packages must be shipped Monday through Thursday via FedEx only utilizing standard overnight delivery.**
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Refrigerated packing instructions

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Medium cooler size: 15" x 13" x 12.25"

Total gel packets: 3

Winter product return

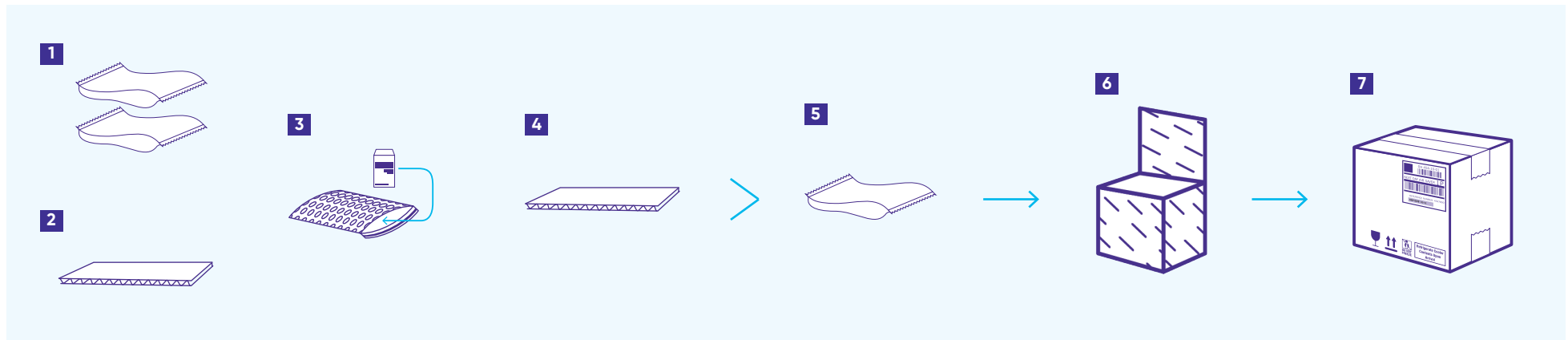
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1 Place [2] 48 oz. gel pack in the bottom of ClimaCell® recyclable cooler.

2 Place [1] corrugated divider (cardboard pad) on top of gel packs.

3 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 divider inside the cooler.

4 Place [1] corrugated divider (cardboard pad) on top of product.

5 Place [1] 48 oz. gel packs on top of divider. Fill any extra space in the cooler with bubble wrap, air pillows or crumpled paper, so the product and contents cannot move during shipping.

6 Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler. Put the cooler in a corrugated shipper box.

7 Seal the box and attach shipping label.

Refrigerated packing instructions

cencora

Large cooler size: 18" x 13.5" x 10.5"

Total gel packets: 4

Winter product return

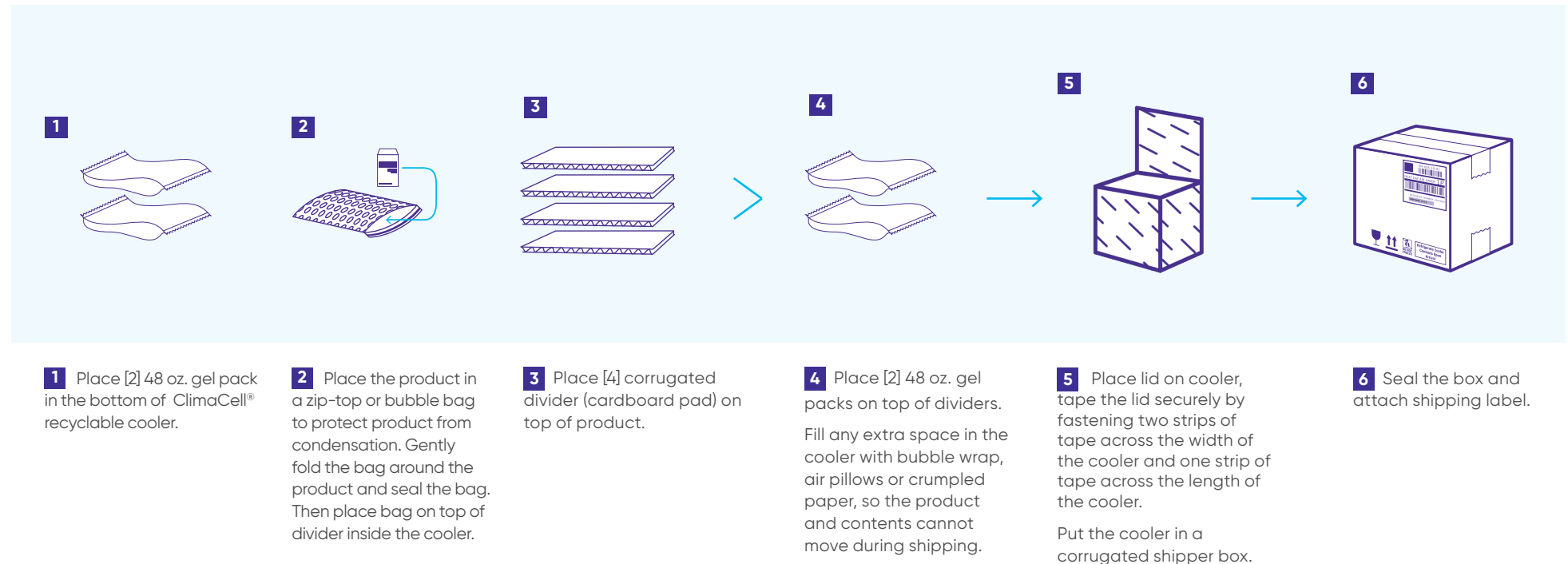
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Refrigerated packing instructions

cencora

Extra large cooler size: 23.75" x 18.75" x 15.5"

Total gel packets: 7

Winter product return

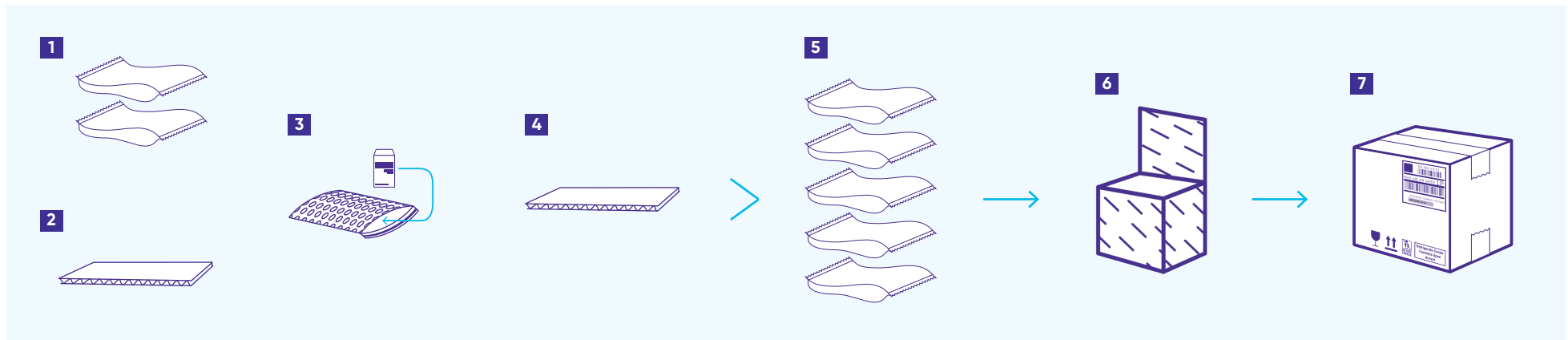
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1 Place [2] 48 oz. gel pack in the bottom of ClimaCell® recyclable cooler.

2 Place [1] corrugated divider (cardboard pad) on top of gel packs.

3 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 divider inside the cooler.

4 Place [1] corrugated divider (cardboard pad) on top of product.

5 Place [5] 48 oz. gel packs on top of divider.

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

6 Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

Put the cooler in a corrugated shipper box.

7 Seal the box and attach shipping label.