

Returns



To request a return or inquire about a previously submitted RGA, email: returns@besse.com

Besse Medical follows each manufacturer's guidelines for returns. A customer requesting a return should contact Besse at 800.543.2111 Option 4. Our QA representative will gather the required information and start the return process, when appropriate. Customers will receive a Return Goods Authorization (RGA) form via email which contains the credit due and any fees related to the return. When applicable, customers will be required to provide an authorized signature guaranteeing product has been stored properly and has not been altered in any way.

For refrigerated returns the account will receive specific instructions on how to package the product for return to Besse as well as a UPS return label. This is provided once the RGA has been signed and returned. Once the product has been packaged correctly with the return label applied, the customer can give their package to their UPS driver or drop the package off at any UPS facility.

Product Returns. Customer must report any order errors and/or discrepancies within 24 hours of receipt for non-pharmaceutical items, and same day as receipt for pharmaceutical items. Besse Medical cannot be responsible for, nor can we accept, any returned item without prior authorization or a signed and fully completed Returned Goods Authorization Form (RGA). Unauthorized Returns will result in additional handling fees and penalties once product has been deemed returnable by Besse. Returned Pharmaceuticals cannot be sent back to the customer under any circumstances.

All PDMA laws must be followed per the signed RGA. Customer is responsible for return shipping cost, unless the return is the result of a Besse error. Authorized returned items are credited to your account toward future purchases. Credit for returned merchandise will be issued at the current lowest price offered or the actual price charged to your account, whichever is lower. All returns may be subject to a restocking charge as described below.

- 100% Credit** Saleable product returned within 30 days of purchase date.
- 75% Credit** Saleable product returned within 31-365 of days of purchase date and within two months after expiration.
- 0% Credit** Saleable product purchased over 365 days ago or which is over two months past expiration date.

Expired product subject to manufacturer's own return policy.

Credit will only be issued upon and subject to credit given by the manufacturer to Besse. Any and all items returned for credit must be in their original package (unmarked, unopened, unaltered), and stored and shipped in compliance with USP drug monographs and PDMA guidelines.

Items that are not returnable, include (but are not limited to):

- Influenza Vaccine (limited returns - see flu terms and conditions on besse.com)
- Class 2 Narcotics
- Generic Pharmaceuticals
- Diagnostic Kits or Strips
- Crash Cart Items
- Blood Products
- Items deemed non-returnable by the manufacturer
- Special Order Items
- Items that have been opened.
- Items that have been marked on.
- Items that have been altered in any way.
- Items that have not been stored properly following delivery by BESSE/carrier.
- Partial or Adulterated Packages.

Refrigerated items must be returned in original cooler and packed according to instructions provided during return process. If original cooler is not available, coolers can be sent from Besse for a nominal fee. All returns are inspected to ensure proper procedures were followed. No credit will be issued if procedures were not followed per Besse's specifications.

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