cencora

Returns quick guide

ASD Specialty Healthcare, LLC is the licensed operating entity for Cencora's distribution network in the United States. Cencora's U.S. pharmaceutical specialty distribution network includes ASD Healthcare, Besse Medical and Oncology Supply (all part of Cencora).

This guide contains

- A checklist of reminders to prepare your return
- The specialty distribution returns policy

Who should use this guide

This guide refers to the returns process and policy that should be followed for products purchased from our specialty distribution businesses, contracted as ASD Specialty Healthcare, LLC and doing business as ASD Healthcare, Besse Medical and Oncology Supply (collectively referred to as "ASD Parties" in this guide).

Getting started

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

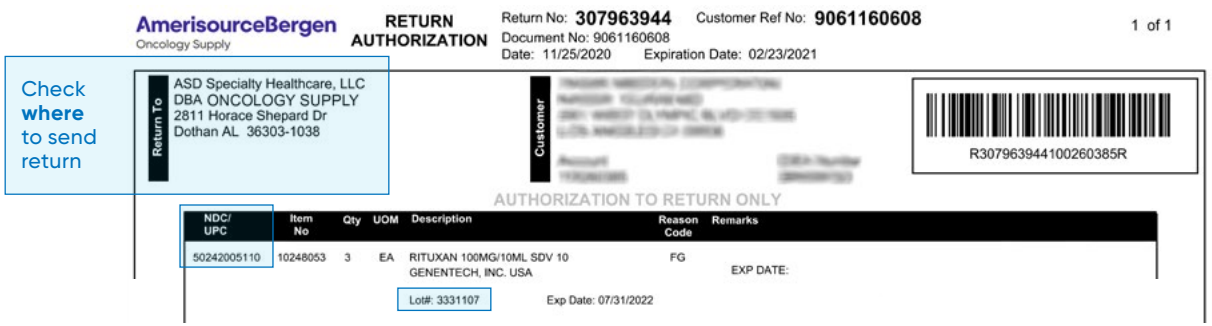
Once you have initiated a return in ABC Order you can find your Return Authorization forms (RA) and labels in the return center in ABC Order.

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

For schedule C-II controlled drugs, customer service must be notified prior to any schedule C-II return. Customer service will then send you a 222 form that must be completed prior to the return of any schedule C-II products to ASD Parties.

If you need additional labels, or shipping supplies, please call customer service.

Please check the Return To address carefully, especially for schedule C-II controlled drugs. 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.



© 2024 Cencora, Inc. All Rights Reserved.

cencora

Returns quick guide

Quick return checklist

- ☐ Ensure that lot # and NDC # on your product match what is listed on the Return Authorization form.
- ☐ Check return address carefully, see that it matches.
- ☐ Use only the return label provided. Contact customer service if more labels or shipping supplies are needed.
- ☐ Must be packed per the guidelines listed:
  - Use ASD Party provided coolers and gel packs, following specific instructions provided by ASD Party distribution center. It's important that frozen gel packs are not touching the medication as this moisture can damage the product, which results in no credit.
  - Refrigerated product must be shipped back to the proper ASD Party distribution center with a Next Day Air service. Shipping the product ground could lead to damaged product, which results in no credit.
  - Refrigerated returns should not be sent back to ASD Party distribution center on Fridays or a day before a holiday. If not adhered to this could lead to damaged product, which results in no credit.
- ☐ No writing or labels on the product package.
- ☐ Lot and expiration must be intact.
- ☐ Flats and packs must be intact.
- ☐ Please do not package refrigerated (overnight) items with ambient (ground) shipped items. To ensure product will receive proper credit, please use the appropriate return label provided per product shipping method.

© 2024 Cencora, Inc. All Rights Reserved. ASD Specialty Healthcare, LLC is the licensed operating entity for Cencora's distribution network in the United States.
Cencora's U.S. pharmaceutical specialty distribution network includes ASD Healthcare, Besse Medical and Oncology Supply (all part of Cencora).

cencora

Specialty distribution returns policy

General return policy

ASD Specialty Healthcare, LLC doing business as ASD Healthcare ("ASD"), Besse Medical ("Besse") and Oncology Supply ("OS" and together with ASD and Besse, the "ASD Parties") accept returns of products purchased from the ASD Parties only as provided in this Specialty Distribution Returns Policy (the "Return Policy"). This Returns Policy is subject to change, with change effective 30 days after notice unless a shorter period is necessary or appropriate to comply with a law, regulation, FDA guideline, or other restriction that applies to returned product. The ASD Parties' posting of an updated Returns Policy online constitutes "notice."

In order to return any product to an ASD Party, a return authorization from the ASD Parties' customer service department is required. A Certification and Representation Agreement must be signed and returned to customer service prior to an ASD Party issuing a return goods authorization number. Saleable product must be returned in original packaging and condition under climate control requirements. "Saleable" means that such product has at least three (3) months dating and is not "non-returnable" under Section B herein. Non-Saleable product can be returned for credit only if it is returnable to the manufacturer for credit within their specific return policy. Call ASD, Besse or OS for manufacturer information. Non-Saleable product that is returned to an ASD Party distribution center and deemed not returnable for credit will be disposed of and not returned to customer.

Schedule C-II controlled drugs that are Saleable may be returned within 60 days of invoice date (subject to additional charges and restocking fees). Returns of non-saleable schedule C-II controlled drugs receive no credit and if sent to an ASD Party will not be returned by such ASD party to customer.

An ASD Party may elect to send an independent courier to your location to pack your return and deliver it back to the specialty distribution center to ensure stability of product is maintained.

© 2024 Cencora, Inc. All Rights Reserved. ASD Specialty Healthcare, LLC is the licensed operating entity for Cencora's distribution network in the United States.
Cencora's U.S. pharmaceutical specialty distribution network includes ASD Healthcare, Besse Medical and Oncology Supply (all part of Cencora).

cencora

Specialty distribution returns policy

Product requirements
Product purchase must have originated with one of the ASD Parties.

The ASD Parties are not obligated to process return requests for damages resulting from deliveries to changed shipping addresses and/or customer business hours that were not communicated prior to the shipment.

Certain items are non-returnable, including but not limited to:

- Cell and gene items.
- Crash cart items.
- Special ordered items.
- Non-stocked or discontinued product at the ASD Party.
- Specially priced items.
- Purchased from a source other than an ASD Party.
- Not in original container, open or with broken seals (partials).
- Alterations to packaging, including but not limited to writing on carton.
- Damaged product at no fault to an ASD Party.
- Items deemed non-saleable due to improper storage or packaging.
- Short-dated and expired items (unless manufacturer has a return policy that allows for the return; in such case a return fee may be applied)
  - Product is considered short dated at 90 days before expiration date
  - These should be entered as non-saleable returns for credit
- Non-saleable control drugs (schedules C-II, C-III, CIV, or C-V) and schedule C-II controlled drugs more than 60 days from invoice date.
- Items deemed non-returnable or not able to resell by the manufacturer.
- Anti-hemophilia factor product is non-returnable after 30 days of purchase.
- Product shipped refrigerated, but stored as ambient at the customer site, is not eligible for credit even if the manufacturer has ambient temperature instructions for that product.
- Product that is seasonal or frozen or that its manufacturer does not allow to be returned.
- Product not returnable by law at proposed time of return or, by law, is hazardous material or hazardous waste unless it meets the stipulations for "non-saleable, reported error" found in the summary below. If the product sent to the customer is damaged in transit and in a condition deemed unsafe to be transported back to an ASD Party distribution center, the customer shall destroy the material according to all local, state and federal regulations.
- Product whose DSCSA-compliant product identifier cannot be traced back to the manufacturer or otherwise is not verified by the manufacturer.
- Brand Rx that meets one or more of the following criteria: (a) has had a decrease of its Wholesale Acquisition Cost within the past 18 months: (b) ASD, Besse or OS is restricted in its ability to return to a manufacturer and/ or (c) ASD, Besse or OS will not receive full credit from a manufacturer, provided that ASD, Besse or OS in its sole discretion, may accept returns of these Brand Rx products (and only to the extent that such ASD Party is made whole). ASD, Besse or OS may facilitate credit or rebate programs on behalf of applicable manufacturers related to Brand Rx products with WAC decreased pricing; provided, however, ASD, Besse or OS shall have no liability to customer for any such credit or rebate programs.

© 2024 Cencora, Inc. All Rights Reserved. ASD Specialty Healthcare, LLC is the licensed operating entity for Cencora's distribution network in the United States.
Cencora's U.S. pharmaceutical specialty distribution network includes ASD Healthcare, Besse Medical and Oncology Supply (all part of Cencora).

cencora

Specialty distribution returns policy

There may be special circumstances not specifically addressed in this policy. **This Return Policy is subject to manufacturer restrictions, which shall supersede any terms herein.** Please contact your ASD, Besse, or OS representative if you have any questions or need additional information.

Product condition	Accompanying invoice information required?	Credit issued**
Saleable (at least 3 months dating)	Yes*	100% of purchase price 90% for C-II controlled drugs (up to 60 days from invoice date) 0% for C-II controlled drugs over 60 days from invoice date
Non-Saleable, reported error (i.e. Product damaged in transit to customer, including concealed damage, short-dated product not approved by customer, or expired product)	Yes	100% of purchase price (reported within 48 hours of receipt date) 0% (reported after 48 hours from receipt date)
Non-Saleable, but returnable to manufacturer	Yes	75% of purchase price (based on manufacturer policy)
Non-Saleable, non-returnable to manufacturer or not stocked by ASD, Besse, or OS	No	No credit

*Invoice information is available from the ABC Order website.

**Credit issued to the customer will be the amount paid on invoice, less the amount of off-invoice allowances or adjustments, if any.

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 customer's account to apply toward future purchases. For all ASD Parties, customers 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 customer error or overstocking are subject to a handling charge. All returns must comply with these terms and conditions, the Prescription Drug Marketing Act of 1987 (PDMA), and all applicable laws, rules and regulations.

© 2024 Cencora, Inc. All Rights Reserved. ASD Specialty Healthcare, LLC is the licensed operating entity for Cencora's distribution network in the United States. Cencora's U.S. pharmaceutical specialty distribution network includes ASD Healthcare, Besse Medical and Oncology Supply (all part of Cencora).