



**Return Center Shipping Address:**

Stericycle  
 Trade Returns  
 2670 Executive Drive  
 Indianapolis, IN 46241

**A Return Authorization can be obtained by providing your company information and debit memo via:**

Website: <http://www.expertreturn.com>  
 Non-CII Controlled Email: [gtr@stericycle.com](mailto:gtr@stericycle.com)  
 Non-CII Controlled Fax: 877-546-9068

**Schedule II Controlled Substances cannot be returned without a Return Authorization and DEA 222 Form. Please request proper documentation prior to shipping C-II product.**

CII Controlled Email: [CIIrequests@stericycle.com](mailto:CIIrequests@stericycle.com)  
 CII Controlled Fax: 888-345-1445  
 Customer Service: 877-546-8441

Last Updated: 04.29.2011

**Returned product MUST be segregated within the shipping container according to Debit Memorandum and Return Authorization, if applicable. Deviations from these shipping procedures may prohibit processing and credit issuance.**

***Manufacturers' Policies Are Subject To Change Without Notice and Not Under Stericycle Control***

Manufacturer	Products Accepted	Reimbursement Method	Reimbursement \$ Limit	Reimbursement Partial Policy	Expiration Date Policy	Other Information
<b>Abbott Diabetes Care</b>	All Freestyle and Precision products	Credit or exchange is available with Abbott Diabetes Care approval	None	N/A	6 months prior to and up to 12 months after	IT is <b>REQUIRED</b> by Abbott Diabetes Care to fax a copy of the debit to <b>888-548-8525</b> prior to making return.
<b>Acorda Therapeutics</b>	Zanaflex Capsules® 2mg (10144-602-15) Zanaflex Capsules® 4mg (10144-604-15) Zanaflex Capsules® 6mg (10144-606-15) Zanaflex® Tablets 4mg (10144-594-15) ----- Ampyra® Ext Release Tabs 10mg (10144-427-60)	<b>Direct Accounts</b> Credit  <b>Indirect Accounts</b> Checks	None	Per Pill	6 months prior to and up to one year after expiry  ----- <b>AMPYRA ONLY:</b> 2 months prior to and up to 6 months after expiry	For all direct account returns within policy, Acorda will issue credit within 30 days of receipt of merchandise at the highest Wholesaler Acquisition Cost (WAC) for each lot number less 5%.
<b>Actavis</b>	Kadian ONLY	Credit	None	Credit will not be issued for partials	6 months prior to and up to one year after	

<b>ASTRAZENECA</b>	All	Indirect Accounts Credit Through Wholesaler Credit to Direct Accounts	None	Partial credit will be issued based on actual count up to 100% of the full bottle. No credit for partial creams, ointments, or vials. No credit will be issued for broken/damaged items	6 months prior to through one year beyond expiration	<ul style="list-style-type: none"> <li>Non-direct accounts: please furnish your wholesaler name and address</li> <li>Product must be returned in original container for credit</li> <li>Credit will not be issued for empty containers</li> <li>Lot numbers and expiration dates must be legible for credit reimbursement.</li> <li>Items that are not purchased directly from AstraZeneca, an authorized AstraZeneca distributor or an AstraZeneca direct account will not be credited.</li> </ul>
<b>BAXTER ANESTHESIA &amp; CRITICAL CARE</b>	All Baxter Pharmaceutical Products	Direct: Credit  Credit Policy: 80% WAC minus 5% fee (76%)  Indirect: Credit to Wholesaler	None	Original seal intact packs only  No credit given for open and or partial packs.	6 months before and within 12 months after expiration	<ul style="list-style-type: none"> <li>Products returned 6 months before and within 12 months after expiration are eligible for 76% credit</li> <li>Baxter Medication Delivery, BioScience and Renal Division Products are not eligible for return</li> <li>No reimbursement for product sold on a non-returnable basis</li> <li>Product Complaints - Contact Baxter Professional Services Dept. 1-800-262-3784</li> </ul>
<b>Daiichi Sankyo</b>	Benicar, Welchol, Evoxic Floxin, Azor  Indirect Returns ONLY  <b>Direct Accounts</b> must return to Daiichi Sankyo, Inc for credit. Please refer to the entire Daiichi Sankyo, Inc Direct Returns Policy for detailed information regarding returns. Please contact Customer Service at 1-877-892-3246 for a Return Authorization (RA) Number.	InDirect Accounts Credit Thru WHLS  Direct Accounts Credit	None	Non Direct Customers may return partial product quantities.  Credit will be issued as follows:  - 0-33% of bottle = 0% reimbursement - 34-66% of bottle = 33% reimbursement - 67-99% of bottle = 66% reimbursement - 100% of bottle = 100% reimbursement	Non Direct Customers  6 months prior to expiration date  Must be returned within 12 months past expiration date	Non returnable items include:  Items deemed non returnable at sale  Items obtained illegally through unauthorized distribution channels, or in violation of Daiichi Sankyo Terms and Conditions  Items damaged by fire, cold, water, heat, smoke or improper storage  Repackaged products  Products were involved in bankruptcy sale or proceeding  Please refer to the entire Daiichi Sankyo, Inc returns policy for detailed information regarding returns
<b>DEY Labs</b>	ALL	<b>Direct Accounts</b> Credit  <b>Indirect Accounts</b> Checks	None	Credit will not be issued for partials except in NC, GA and MS.	<b>Direct Accounts</b> 6 months prior to expiration / 12 months after expiration  <b>Indirect Accounts</b> Post-expiration only	Credit will be issued based on Dey returned goods policy. Final credit shall be determined by Dey. Authorization to return or destroy product does not guarantee credit. Dey, in its sole discretion, reserves the right to destroy product as having no value.

<p><b>Eisai Inc.</b></p>	<p>Aricept® Aciphex Zonegran Fragmin MGI PRODUCTS</p>	<p><b>Direct Accounts</b> Credit</p> <p><b>Indirect Accounts</b> Checks</p>	<p>None</p>	<p>Increments of 25%</p> <p>Maximum of 75%</p> <p>WAC Minus 10%</p>	<p>Within 6 Months Of Expiration Date OR Up To 12 Months Beyond Expiration Date</p>	<p><b>Returnable Items:</b></p> <ul style="list-style-type: none"> <li>• Short Dated Merchandise, In Original Container and Bearing the Original Label, Within 6 Months of the Expiration.</li> <li>• Outdated Merchandise, In The Original Container And Bearing The Original Label, Up To 12 Months Beyond The Expiration Date.</li> <li>• Product Shipped Directly That Is Damaged In Transit, Subject To The Above F.O.B&gt; Terms, Or Material Shipped In Error By Seller.</li> <li>• Discontinued, Withdrawn Or Recalled Merchandise</li> </ul> <p><b>Non-Returnable Items:</b></p> <ul style="list-style-type: none"> <li>• In-date Product (Product with More Than 6 Months Expiration Dating Remaining).</li> <li>• Packages With Label Removed.</li> <li>• Repackaged Product.</li> <li>• Product That Has Been In a Fire, Clearance, Bankruptcy, or Similar Sale.</li> <li>• Product Sold On A "Non-Returnable" Basis.</li> <li>• Products Dated More Than 12 Months Beyond The Expiration Date Noted On The Package. (Product May Be Returned For Destruction, But No Credit Will Be Issued).</li> <li>• Merchandise Purchased Or Otherwise Obtained In Violation Of Any Federal, State, Or Local Law Or Regulation.</li> <li>• Merchandise Destroyed Or Damaged From Causes Such As Fire, Water, Tornado, catastrophe, Etc., "And Merchandise That Has Otherwise Deteriorated Due To Conditions Occurring After Shipment And Beyond The Control Of Seller, Such As Improper Storage Or Handling, Heat, Cold, Smoke, Etc."</li> <li>• Products Not Distributed By Seller.</li> </ul>
<p><b>ELAN PHARMACEUTICALS INC.</b></p> <p>(CONSOLIDATING ELAN PHARMACEUTICALS, INC, AND DURA PHARMACEUTICALS, INC.)</p>	<p>Maxipime Azactam Prialt Tysabri</p>	<p>Direct Accounts Credit</p> <p>Indirect Accounts Checks</p>	<p>None</p>	<p>No credit for partials; full bottles only</p>	<p>Product Within 6 Months of Expiration</p> <p>OR</p> <p>Within 12 Months Past Expiration Date</p> <p>Note: Tysabri, Prialt and Frozen Azactam product <u>must be expired</u> or within 12 months past expiration date</p>	<ul style="list-style-type: none"> <li>• Policy Covers Both Direct &amp; Non-Direct Accounts As Noted</li> <li>• Expired Products Only</li> <li>• No Divested Product</li> <li>• Product outside Policy will not be accepted for return, nor reimbursement allowed.</li> <li>• All Direct Account Return Documentation must contain Debit Memo Number.</li> <li>• Product Involved In Fire, Sale Or Bankruptcy Not Eligible For Return or reimbursement</li> <li>• Elan reserves final decision on whether reimbursement is granted and the value.</li> </ul>

<b>ETHEX CORPORATION</b>	All	<b>Direct Accounts</b> Credit  <b>Indirect Accounts</b> Checks	\$250.00 <hr/> None	No Credit For Partial	Expired Products Only. Must Be Returned Within 12 Months Past Expiration.	<ul style="list-style-type: none"> <li>Overstocks Cannot Be Returned. Call Ethex Customer Service at (800) 321-1705.</li> <li>No Reimbursements for No returnable Product.</li> <li>Product Complaints – Contact Ethex Customer Service At (800) 321-1705.</li> </ul>
<b>FOREST PHARMACEUTICALS</b>	All	<b>Direct Accounts</b> Credit  <b>Indirect Accounts</b> Checks	\$ 2,000.00	Partial 1-24% = 0% 25-49% = 25% 50-74% = 50% 75-99% = 75% No Partial Liquids, Powders, Solutions, Ointments	Product Within 3 Months Of Expiration, And Expired Product Within 12 Months Of Expiration Date.	<ul style="list-style-type: none"> <li>Retail Pharmacies ONLY, Can Participate In The One Box Program</li> <li>Credit Will Not Be Issued For The Following: a) Product Sold On A Non-Returnable Basis b) Repackaged Product And-Or Products Not In Original Container c) Products Involved In Fire, Flood Or Bankruptcy Sale d) Products Acquired In Other Than Normal Distribution Channels</li> <li>Products Returned Outside Forest Policy Guidelines Will Be Destroyed And Credit Will Not Be Issued</li> <li>Merchandise Purchased Under Contract Or Promotion Will Be Credited Accordingly</li> <li>Forest Pharmaceuticals Will Not Reimburse Any Handling Fees Associated With Returns Through A Third Party Agent</li> </ul>
<b>GeneraMedix</b>	Generamedix products only	80% Credit allowance Check issued to Indirect Credit issued to Directs		Reimbursement will not be issued for partials	From expiration date to one year past expiration date	
<b>Meda Pharmaceuticals</b> (Formerly Medpointe Pharmaceuticals)	All	<b>Direct Accounts</b> Credit  <b>Indirect Accounts</b> Checks	None	Exact Count	3 Months Prior to Expiration Or One Year Beyond Expiration	<ul style="list-style-type: none"> <li>Product Returned in Original Container (unopened and opened/partial products) Will Be Calculated Using MedPointe Pharmaceuticals Current Returned Goods Pricing Schedule</li> <li>Product Originally Sold On A Non-Returnable Basis, Repackaged Product or Product Damaged By Fire, Water, Improper Storage, Etc., Should Be Returned For Disposal, But It is Not Eligible For Credit</li> <li>Transportation Charges On Return Goods Are To Be Prepaid</li> <li>Product With Defaced Or Damaged Labels Where Manufacturer Or Expiration Date Cannot Be Determined Should Be Returned For Disposal, But It Will Not Be Eligible For Credit</li> </ul>

<p><b>MYLAN PHARMACEUTICALS, INC.</b></p>	<p>All</p>	<p><b>Direct Accounts</b> Credit  <b>Indirect Accounts</b> Checks</p>	<p>None</p>	<p><b>Indirect</b>  Bottles Must Contain 50% For Credit Prorated To Closest One Fourth (1/4) Bottle</p>	<p><b>Indirect</b>  Expired Products Only Must Be Returned Within 12 Months Past Expiration</p>	<p><b>Indirect</b></p> <ul style="list-style-type: none"> <li>• Overstocks Cannot Be Returned.</li> <li>• Original Containers Only.</li> <li>• Product Outside Policy Guidelines Will Not Be Returned To Customer And No Payment Will Be Issued.</li> <li>• Transportation Charges, Including Insurance, Are The Responsibility Of The Customer.</li> <li>• Package Sizes GREATER THAN 1000 Are Non-Returnable.</li> <li>• Mylan Pharmaceuticals, Inc. Reserves The Right To Value Such Goods At The Original Selling Price Or The Current Selling Price, Whichever Is Lower.</li> </ul>
<p><b>Par Pharmaceutical, Inc</b></p>	<p>All Par Pharmaceutical Products</p>	<p>Credit -----</p>		<p>No credit for Partials, Full bottles only</p>	<p>6 month prior to and up to one year after -----</p>	<p><b>For product returns due to shipping error or product damaged in shipment, please contact Par's Returned Goods Administration at 800-828-9393, option #3. You can also visit our website, <a href="http://www.parpharm.com">www.parpharm.com</a> for more information.</b></p> <p><b>*NOTE</b> <b>Indirect accounts should return product to their wholesaler for credit. PAR will no longer directly reimburse indirect returns.</b></p>
<p><b>Ranbaxy Pharmaceuticals &amp; Ranbaxy Laboratories</b></p>	<p>All Products</p>	<p>Direct Accounts credit  InDirect Accounts credit through wholesaler  "Credit will not be issued if <b>DEBIT MEMO and WHOLESALER</b> information is not provided."</p>	<p>Current Price or Acquisition Cost" which ever is the lesser"</p>	<p>Partials accepted based on dating policy Original container only</p>	<p>Six months prior or twelve months after expiration</p>	<p><b>Products Not Eligible for Return:</b></p> <ul style="list-style-type: none"> <li>• Merchandise involved in a fire sale, sacrifice sale or bankruptcy sale.</li> <li>• Merchandise subject to improper storage conditions.</li> <li>• Products damaged by fire, smoke, heat or water resulting from a fire or other casualty occurrence or insurable hazard.</li> <li>• Merchandise sold expressly on a non-returnable basis.</li> <li>• No credit will be issued when proof-of-delivery cannot be verified.</li> <li>• Merchandise obtained in violation of State and or Federal regulations.</li> </ul> <p><b>Credit Information:</b></p> <p>Non Direct accounts – must list wholesaler and debit memo # in order to receive credit</p>
<p><b>Smith &amp; Nephew</b></p>	<p>All</p>	<p>Credit</p>		<p>Partial Credit will not be issued</p>	<p>N/A</p>	<p>All returns for credit require written authorization, which must be obtained through Customer Care in Largo, FL 1-800-876-1261</p>

<p><b>SHIRE US INC</b></p>	<p>All</p>	<p>InDirect Account— credits issued through Wholesaler</p> <p>Direct Account— credits issued through Shire</p>	<p>None</p>	<p>Full Credit issued at 85% of current direct acquisition list price if in policy and in original container. Credit given on partials prorated to closest ¼ on Controlled and Rx Products only... 1-24% = 0 25-49% = 25% 50-74% = 50% 75-99% = 75%No credit on OTC partials</p>	<p>Expired products within one year of expiration date</p>	<p><b>NON RETURNABLE GOODS</b></p> <ul style="list-style-type: none"> <li>Returned product must have been purchased directly from Shire US Inc. to receive credit.</li> <li>Items damaged due to insurable causes such as fire or natural disaster, damaged due to improper handling/storage.</li> <li>Product sold on a non-returnable basis.</li> </ul> <p><b>MISC NOTES</b></p> <ul style="list-style-type: none"> <li>Customer must prepay transportation charges.</li> <li>NOTICE: Items shipped in error, item discrepancies or items damaged in shipping must be submitted to our Customer Service Dept. within 48 hrs or receipt to receive full credit. Call Customer Service @ (800) 828-2088 to report such instances.</li> <li>CII products must have a DEA Form 222, which should be obtained from One Box Returns.</li> </ul>
<p><b>Triax Pharmaceuticals</b></p>	<p>Unopened Packages Returned Within One Year After Expiration</p>	<p><b>Direct Accounts</b> Credit</p> <p><b>Indirect Accounts</b> Checks</p> <p>Net acquisition cost, or current net price, is defined as acquisition cost (or current price) less rebates and promotional discounts.</p>	<p>Based Upon The Lesser Of Acquisition Cost Or Current Price. Net acquisition cost, or current net price, is defined as acquisition cost (or current price) less rebates and promotional discounts.</p>	<p>No Partial</p>	<p>Returned Within One Year After Expiration</p>	<ul style="list-style-type: none"> <li>Products that are Non-Returnable are: a) Product That Has Not Expired b) Partial or Open Containers c) Product Sold On A Non-Returnable Basis d) Products More Than 12 Months Past Expiration e) Products From Non-Original Purchaser f) Repackaged, Prescription, Empty Containers and Damaged”</li> <li>Spear Dermatology Products Reserves The Right To Verify All Returns Sent To One Box Returns. Those Not Conforming To the Above Guidelines Will Not Be Accepted.”</li> <li>Spear Dermatology May Require Proof of Purchase Prior To Issuing Credit.”</li> <li>Transportation Charges Are The Responsibility Of The Customer.</li> </ul> <p>Return Authorization Form must be requested from RxCrossroads</p> <p>Phone:866-488-7429</p> <p>Fax: 888-556-7337</p> <p>Email: <a href="mailto:triaxcs@rxcrossroads.com">triaxcs@rxcrossroads.com</a></p>

<p><b>THER-Rx CORPORATION</b></p>	<p>All</p>	<p><b>Direct Accounts</b> Credit</p> <p><b>Indirect Accounts</b> Checks</p>	<p>\$250.00 Non-Direct None Directs</p>	<p>1-49% = 25% 50-74% = 50% 75-99% = 75% No Credit For Partial Liquids, Lotions, Or Gels</p>	<p>Expired Products Only Must Be Returned Within 12 Months Past Expiration</p>	<ul style="list-style-type: none"> <li>• All Classes Of Trade May Return Product</li> <li>• Product Outside Of Policy Guidelines Will Not Be Returned Or Reimbursement Allowed</li> <li>• For Direct Customers with Order or Shipping Errors Please Contact THER-Rx's Customer Service Department at 877-567-7676.</li> <li>• No Reimbursements for Non-Returnable Product.</li> <li>• Product Complaints – Contact Ther-Rx's Customer Service At 877-567-7676.</li> <li>• Overstocks Must Be Authorized By Customer Service At 877-567-7676.</li> </ul>
<p><b>UDL LABORATORIES, INC.</b> <b>NonDirect Accounts Policy</b></p>	<p>Prior authorization is required for all returns. Authorization may be obtained by calling Stericycle at 800-777-6565.</p> <p>This applies to Outdated Returns ONLY, for all other returns please call Customer Relations at 800-848-0462.</p>	<p>A check will be issued for products meeting all criteria, with the exception of government facilities, which are issued credit through their designated wholesaler.</p>	<p>UDL reserves the right to value goods at the original selling price or current selling price, in its sole discretion.</p>	<p>Credit will not be issued for partials</p>	<p>6 months before expiration and 12 months past expiration</p>	<p><b>Products Eligible for Return:</b></p> <ul style="list-style-type: none"> <li>• Product within the expiry timeframe.</li> <li>• UDL and /or MylanBertek labeled product only, in full unopened packages.</li> <li>• Product must be in original container.</li> </ul> <p><b>Products Not Eligible for Return:</b></p> <ul style="list-style-type: none"> <li>• All products not specifically identified under "Eligible".</li> <li>• Unauthorized returns.</li> <li>• Returns with more than 6 months remaining shelf life and returns beyond 12 months past expiration.</li> <li>• Product, which has deteriorated because of inherent characteristics or a result of improper storage, or damage by fire, smoke, water or other influences beyond control.</li> <li>• Product involved in sacrifice, fire or bankruptcy sales.</li> <li>• Product sold on a non-returnable basis.</li> <li>• Adulterated product.</li> </ul> <p><b>Additional Policy Information:</b></p> <ul style="list-style-type: none"> <li>• Registrant's Inventory Drugs Surrendered will be processed by Stericycle. The DEA Form 41 must include lot and expiration date.</li> <li>• Transportation charges, including insurance, are the responsibility of the customer.</li> <li>• UDL, in its sole discretion, reserves the right to destroy product as having no value when deemed unfit for sale whether it is returned with or without approval.</li> <li>• Processing and disposal fees attributed to any processor other than Stericycle will not be reimbursed by UDL.</li> </ul> <p><b>Additional Credit Information:</b></p> <ul style="list-style-type: none"> <li>• Allow 2-4 weeks after receipt of product for checks to be issued.</li> <li>• In order to receive payment, each box of returns must obtain a signed Credit Authorization and Acceptance Agreement with preprinted return authorization shipping labels attached to outside carton(s) or the box of returns will be destroyed without credit.</li> <li>• Return authorizations are valid for a period of thirty (30) days only. Returns received with outdated/invalid authorizations will be handled as unauthorized returns and destroyed without credit</li> </ul>

<b>VIVUS, INC.</b>	All	Credit only through wholesaler		Credit issued	From expiration date to one year past expiration date	<ul style="list-style-type: none"> <li>Must be in original packaging. To return ACTIS product call (650) 473-6673. Whls must be provided to receive credit</li> </ul>
<b>WATSON PHARMA (PHARMACEUTICAL &amp; DIAGNOSTIC PRODUCTS)</b>	ALL PRODUCTS WATSON PHARMA, OCLASSEN PHARM, SCHEIN PHARM, WATSON LABS & RUGBY LABS LABELED PRODUCTS	<b>Direct Accounts</b> Credit  <b>Indirect Accounts</b> Checks		Partial credit will be issued rounded to the nearest $\frac{1}{4}$ max $\frac{3}{4}$  No credit for partial liquids, powders, suspensions, creams and ointments	From 90 days before expiration to one year past expiration date	<ul style="list-style-type: none"> <li>Products in original container only</li> <li>Lot number &amp; expiration date must be legible</li> <li>For shipping errors contact Watson Customer Service Dept at (800) 272-5525</li> </ul>
<b>ZYDUS</b>	All	<b>Direct Accounts</b> Credit  <b>Indirect Accounts</b> Checks	None	Partial or open bottles will be accepted for return destruction as required by law; however, no credit will be issued for any open or partial bottles. Prior written approval required for all returns of overstocked product with greater than 12 months expiration. This merchandise will be subject to a 15% restocking fee.	3 months prior to or one year beyond expiration	<ul style="list-style-type: none"> <li>Non-direct accounts: please furnish your wholesaler name and address</li> <li>Product must be returned in original container for credit.</li> <li>Credit will not be issued for damaged containers.</li> <li>Items that are not purchased directly from Zydus or an authorized Zydus distributor will not be credited.</li> </ul>