



**CardinalHealth**

## RETURN GOOD POLICY

- A 25% re-stocking fee will be assessed on all returns.
- Prior written authorization must be granted before returning product to Cardinal Health.
- A return number (RMA Number) will be given to returning party. Please write the return number on each side of the case(s) so it is visible upon return to the address below:
  - Cardinal Health
  - **Attn: RMA Dock**
  - RMA#
  - 1550 Northwestern Drive
  - El Paso TX 79912
- **Freight charges on all returns are the responsibility of the customer unless otherwise authorized by Cardinal Health.**
- Returned product will be **refused** if return number (RMA Number) is not written on the case(s) as indicated above.
- Concealed damaged merchandise or concealed shortages must be reported to Cardinal Health within five days of incident. Freight charges will be the customer's responsibility.
- Cardinal Health will not accept any returns that are older than six months from date of original purchase order.
- Products discontinued by Cardinal Health may not be returned for credit.
- All merchandise that comes in damaged and refused must be reported to Cardinal's Customer Support Department within three days of refusal of merchandise.
- Cardinal Health will not accept product that is expired.
- Cardinal Health has the right to refuse the return of overstocked product.
- Credit will be processed upon receipt of product return to our El Paso warehouse.
- Credit is not automatically given according to what is recorded on RGA form.
- Credit will be given according to the actual amount of product returned and received by our incoming receiving department.
- Credit will be processed within three to four weeks of product return date to our El Paso warehouse.

If you should have any additional questions regarding our RGA Policy please contact our Customer Support Department at (800) 523-0502.