

RETURNED GOODS POLICY

Credit and Returned Goods Policy

No credit exists until a credit note is issued by SteriMax Inc. and no deduction, offset, or adjustment to any invoice may be made by the customer except on the basis of a credit note.

1. Expired Product Returns

All indirect customers must send eligible product for return to their original point of purchase.

Expired product returns are to be sent to Inmar and will not be accepted at SteriMax. Any products sent to Inmar that have not expired will not be credited. All expired shipments returned must be accompanied by a unique identifier (debit number, reference/claim number, etc.) along with an Inmar reference number (www.returns.org).

Expired product must be returned within twelve (12) months after expiration date in full, undamaged, unopened original SteriMax packaging with the same lot number.

A credit note or replacement order will be issued for eligible expired product.

Non-Acceptable Returns:

- Broken, marked or damaged due to negligence or improper storage.
- Partial products (product must be returned in full, original, unopened SteriMax packaging).
- Product involved in an insurance claim (including, but not limited to fire, water, or smoke)
- Product which has been purchased from a bankruptcy sale or going out of business sale.
- Product which has been repackaged, or reconstituted.
- SteriMax will not accept returns for the following products:
 - Fomepizole for Injection
 - Acetazolamide for Injection USP

Hospital Contract Returns:

- Products purchased on hospital contract will be credited at the contract price.

Narcotic and Controlled Drug Returns:

Narcotic and controlled drugs must have written approval by an Inmar QPIC before returning the goods; request authorizations must be submitted on www.returns.org (registration is required). Chain of Signature is required for all narcotic and controlled drug return shipments.

In the case that Inmar has identified that the expired product is ineligible for credit, the customer will have 30 days to dispute the decision from the date that they are notified.

Expired Return Address

Inmar
50 Dynamic Drive, Unit #2
Scarborough (Toronto), Ontario
M1V 2W2
www.returns.org

STERIMAX INC.

2. Non-Expired Product Returns

Before any product is returned to SteriMax a Returned Goods Authorization (RGA) number must be obtained from the Customer Service department.

To obtain a Returned Goods Authorization (RGA) number, please contact SteriMax Customer Service via one of the methods below:

By **phone** at 1-800-881-3550

By **fax** at 1-877-546-7667

By **email** at customerservice@sterimaxinc.com

All Returned Product(s) must be returned in full, original SteriMax packaging (including the product insert).

We reserve the right to inspect all returns before issuing a credit. We have the right to destroy product which is returned outside the policy or which is considered unfit or unsafe for use.

GOODS RETURNED WITHOUT STERIMAX AUTHORIZATION WILL NOT BE CREDITED.

Credit allowance for authorized returns submitted will be issued under the following circumstances:

Acceptable Returns

Product may be eligible for credit under the following conditions:

- Customer ordering errors: immediately contact the SteriMax customer service department to report any customer ordering errors. *Period/temperature and storage documentation must be included with the return.*
- Shipping errors: report shipping errors to SteriMax Customer Service within 5 business days of receipt.
- Damaged Products (due to shipping): please take photos and contact SteriMax Customer Service within 5 business days of receipt. Any visible damage should be noted on the delivery document upon receipt of the order. *Do not refuse the shipment, as this will void SteriMax's right to claim reimbursement for damages. Refused shipments due to damage will not be credited.*
- Damaged Products: Product must be returned in full, original SteriMax packaging inclusive of the damaged portion of the product. Partial packages will not be accepted. *Broken vials must be returned in a sealed plastic bag.*
- Expired Goods: See expired product returns section above. All expired goods returns should go to Inmar.

Non-Acceptable Returns:

- Broken, marked or damaged due to negligence or improper storage.
- Partial products (product must be returned in full, original SteriMax packaging).
- Product involved in an insurance claim (including, but not limited to fire, water, or smoke)
- Product which has been purchased from a bankruptcy sale or going out of business sale.
- Product which has been repackaged, over-labelled or reconstituted.
- SteriMax will not accept returns for the following products:
 - Fomepizole for Injection
 - Acetazolamide for Injection USP

Hospital Contract Returns:

- Products purchased on hospital contract will be credited at the contract price.

Narcotic and Controlled Drug Returns:

Narcotic and controlled drugs must have written approval by a SteriMax QPIC before returning the goods; please contact Customer Service at 1-800-881-3550 or customerservice@sterimaxinc.com for more information. Chain of Signature is required for all narcotic and controlled drug return shipments.

Non-Expired Return Contact & Address

SteriMax Inc.
2770 Portland Drive
Oakville, Ontario
L6H 6R4