



Return Goods Policy

Return Instructions

Prior authorization is not necessary.

Direct-customers: Returns for credit (no handling charges or other fees will be considered) should be sent prepaid and in original Upsher-Smith packaging to your third-party processor or directly to:

Upsher-Smith Laboratories, LLC
Attention: Return Goods Department
6701 Evenstad Drive
Maple Grove, MN 55369

Non-direct customers: Return Upsher-Smith products to the wholesaler from whom you purchased the product, or through your third-party returns processor. Credit for returns will be issued through the wholesaler.

Shipping Instructions

All returned products shall be shipped in a safe, secure, and reliable manner, by the customer and in compliance with all applicable federal, state, and local laws, regulations, and statutes. It is the shipper's responsibility to securely package all return goods to prevent breakage during transit and otherwise comply with laws and regulations applicable to the packaging, shipping, and transport of return goods shipments.

Schedule II-V Controlled Product Returns

Upsher-Smith instructs you to return all controlled substances through your third-party returns processor. If you have questions, contact Upsher-Smith Return Goods at 1-800-654-2299.

Valuation of Returns

Credit for returned products will be based on the lower of customer's acquisition or contract price for the product in effect as of the date the returned product is received by Upsher-Smith. A restocking fee may be assessed.

Pricing or other customer debit memo discrepancies not raised by customer within six (6) months of receipt of invoice or debit memo may not be considered.

Returned products are subject to evaluation at the time of receipt. Upsher-Smith reserves the right to destroy products deemed unfit or unsafe for use.

Returnable Items

Credit will be issued for unopened packages of products only, except as follows. Customers in Mississippi, North Carolina and Georgia: outdated (within 6 months of labeled expiry date) and open or partial packages of prescription drug product in original Upsher-Smith packaging, not accepted for return by your wholesaler, may be returned through your third-party returns processor for credit from Upsher-Smith.

Items eligible for return are those with less than three (3) months prior to expiration date but not more than twelve (12) months after the expiration date on the package or label. After twelve (12) months beyond the expiration date, items are no longer eligible for credit.

Non-Returnable Items

Please limit returns only to merchandise eligible for credit. Ineligible items cannot be returned, if returned they will be destroyed with no credit allowed.

The following items are not eligible for credit:

1. Items of more than three (3) months prior to the expiration date.
2. Items of more than twelve (12) months beyond the expiration date.
3. Open or partial packages, except as provided above (or as otherwise required by applicable state law).
4. Product not in original container or repackaged by a third party.
5. Merchandise without a label.
6. Returns submitted without a valid batch number.
7. Saleable merchandise where customer's intent is to reduce inventory.
8. Merchandise damaged by fire, smoke, heat or water resulting from a fire or other insurable hazard.
9. Merchandise which has been involved in a fire sale, sacrifice or bankruptcy sale or has been acquired in other than normal channels of trade distribution.
10. Merchandise obtained in violation of state or federal law.
11. Items expressly sold on a non-returnable basis.
12. Credit will not be issued for destroyed product unless and at Upsher-Smith's sole discretion, it has been processed and validated by a recognized third-party disposal company.
13. In-date merchandise ordered in error or shipped in error by wholesale distributors. In such circumstances, wholesalers are expected to make proper adjustments.

Additional Terms

If you have any questions, please contact our Return Goods Department at 800-654-2299.

This Return Goods Policy is effective 10/15/2020 and supersedes all previous policies and may be modified by Upsher-Smith, from time to time, in its discretion.