

## McKesson Plasma and Biologics LLC Return Goods Policy

(Effective as of December 1, 2016)

### Items Eligible for Return

- All product must be stored and returned in accordance with the protocol supplied by MPB and may vary depending on whether the product is refrigerated or ambient.
- Frozen products are not eligible for return and will not be accepted by MPB.
- Refrigerated product that is received in damaged condition must be reported within two (2) business days of receipt.
- Ambient (room temperature) product that is received in damaged condition must be reported within five (5) business days of receipt.
- Product that is purchased on a non-returnable basis, including refrigerated products, is not eligible for credit.
- Due to the unique manufacturing process of certain products and limitations on usage, MPB follows all manufacturer policies regarding acceptance of returns. MPB allows returns on products when the manufacturer policy deems the returned product fit.
- MPB sells products as non-returnable only when the manufacturer policy does not allow returns.

### Return Authorization (RA)

- All customers must obtain a RA number from a Plasma Service Representative prior to returning a product. To request a RA number, contact MPB at 877.625.2566 or [mpbreturns@mckesson.com](mailto:mpbreturns@mckesson.com).
- RA requests must be made within 30 days of product delivery.
- RA is valid for 30 days from the date of approval. Product not returned within 30 days of receipt of a RA will not be credited.
- RA provides the right to return product. It does not guarantee credit. Credit will be provided when product is received and all return requirements have been met.
- Any product that is returned without a signed RA will not be credited.
- Customers will receive a copy of the Product Care and Returns Shipping Procedures when requesting a RA from a Plasma Service Representative.

### Credit and Restocking Fee

- The credit amount for returned products is based on the original purchase price.
- All returns pursuant to this Return Goods Policy are subject to a restocking fee. The restocking fee will be waived for any product that is delivered to the customer in damaged condition or due to MPB's error.
- The restocking fee is ten percent (10%) of the purchase price, with a minimum of \$100. In some cases, due to manufacturer guidelines, the restocking fee will be a maximum of \$1,000.

### Required Procedures for Returning ALL Items

- All returns MUST follow the Product Care and Returns Shipping Procedures.
- Detailed care instructions for refrigerated and ambient product is provided in the RA, this Return Goods Policy, and the Product Care and Returns Shipping Procedure.
- To receive credit, Product must be returned in its original manufacturer packaging, and be free of markings or other damage.

### Important Notes

- MPB reserves the right to change without notice the Return Goods Policy.
- MPB is not responsible for merchandise returned without prior return authorization and reserves the right to reject said shipment and charge the customer for any incurred costs.

- All returns must comply with all applicable laws, rules, regulations, policies and procedures.
- For consignment products, please refer to the separate MPB Consignment Product Returns Goods Policy and Consignment Product Care and Return Shipping Procedures.