



## RETURNS PROCESSING PROCEDURE

*Specialty Pharma and Generics Division*

### *CII Substance Rx Products Only*

***Please note that this procedure is for the return of CII controlled substance products only.  
All other product returns are covered under a separate procedure.***

#### **Instructions:**

To return expired CII controlled substance Impax product for credit evaluation and processing, please follow the simple steps outlined below:

- Visit [www.PharmaLinkInc.net/MReturns](http://www.PharmaLinkInc.net/MReturns) and follow the on-screen instructions to obtain a DEA 222 Form and CII return kit.
- Complete a *Product Return Form - CII Controlled Substances Only* with all of the necessary information pertaining to the returned goods *or submit your Debit Memo*.
- In addition to the *Product Return Form - CII Controlled Substances Only*, Include:
  - Your *Debit Memo* and an *itemized packing list* detailing the following information:
    - Product Name
    - NDC
    - Lot Number
    - Expiration Date
    - Quantity
    - Requested Price for Credit (if applicable)
    - Package all the goods to be evaluated for credit and ship pre-paid freight to:

**Impax Return Goods c/o  
PharmaLink – Dock 21 8285  
Bryan Dairy Road #160  
Largo, FL 33777-1350**

#### **PharmaLink Contact Information:**

Phone: 800-257-3527

Fax: 727-669-8327

Website: [www.PharmaLinkInc.com](http://www.PharmaLinkInc.com)

**ALL ITEMS SUBMITTED FOR RETURN PRODUCT EVALUATION  
ARE SUBJECT TO THE SPECIALTY PHARMA AND GENERICS DIVISIONS'  
RETURN GOODS POLICY AND TERMS AND CONDITIONS**