



## RETURNS PROCESSING PROCEDURE

### *Specialty Pharma and Generics Division*

### **Non-Controlled Substance Rx Products**

#### **Instructions:**

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

- Complete a *Product Return Form* or submit your *Debit Memo* with all of the necessary information pertaining to the returned goods.
- In addition to the *Product Return Form* or your *Debit Memo*, include 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:

MSC Impax 3 PharmaReturns, Inc. Processing Center  
100 Corporate Drive, Suite 2  
Montgomeryville, PA 18936-9644

#### **PharmaReturns Contact Information:**

Phone: 215-653-7400 x110  
Fax: 1-877-568-0075  
E-Mail: [ImpaxInfo@ReturnSolutions.com](mailto:ImpaxInfo@ReturnSolutions.com)

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