



## Pharmaceutical Return Policy

### Salable Items

Return Authorization for all products must be approved and obtained through our Customer Service team and are subject to a 20% restocking fee (unless a shipping error occurs). IRx reserves the right to deny any return after 3 business days from receipt.

### Non-Salable Items

Items excluded from the return policy are as follows:

- Short Dated (Less than 6 months expiration)
- Any items specified as “non-returnable” at the time of sale
- Product that is open, damaged, or otherwise non-salable

### DSCSA Return Compliance

To ensure compliance with DSCSA and product authenticity, all returned products must meet the following guidelines:

- Purchased directly from IRx
- Pre-authorized by Customer Service
- Signed Return Authorization included with the returned product
  - \*Any unsigned RA will not be accepted, and the product will be sent back to the customer
- IRx item stickers must be included with the returned product

### Third Party Returns

All credits issued to customers are based on the manufacturer's return policy. Please address any discrepancies in pricing with the third-party processor or the manufacturer.

The IRx third-party returns fee structure for customers who submit through third-party processors and direct returns to the manufacturer is as follows:

- Returns less than or equal to \$20.00 will not be issued any credit.
- Returns between \$20.01 - \$100.00 will be credited minus a \$20.00 processing fee.
- Returns over \$100.00 will be credited minus a 20% processing fee.

*\*Rx items not purchased directly from IRx may not be accepted as a “return” to IRx per DSCSA guidelines. Products purchased greater than 30 days from the invoice date will be credited at the current market price or invoice price, whichever is lower. Damaged items received by IRx (excluding IRx shipping damages) will be returned to the customer.*

## Pharmacy Supplies Return Policy

All products provided by and through Integral Rx are guaranteed and will be replaced if the product is found to be defective. All special orders or custom orders are non-returnable. Except for special orders, all new, unused, and undamaged products in their original packaging may be returned to Integral Rx within sixty (60) days from the date of purchase for a replacement or credit to the original purchaser of the amount paid. A 20% restocking fee will apply to stock returned items, and the purchaser shall bear the cost of shipping and insurance on the product(s) returned that are not defective. Discontinued or revised products are not authorized to be returned, and credit will not be given for returned items lost or damaged in transit. Please contact Customer Service to obtain an RMA (Return Material Authorization) prior to shipping the product(s) to Integral Rx. To ensure proper credit is received, please enclose a copy of the RMA.

**844.345.3480**

**[irxcustomerservice@integral-rx.com](mailto:irxcustomerservice@integral-rx.com)**

**Monday-Friday 8 AM - 6 PM EST**