



**Your Trusted Source for Generics**

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### **RETURN GOODS POLICY**

Epic Pharma appreciates your business and looks forward to servicing your needs. The steps below have been outlined to ensure products are returned properly.

#### **Authorization**

- All returns must be **pre-authorized** with a Return Goods Authorization number (RGA) issued by Epic Pharma.
- All return authorization request needs to be faxed to 718-949-3120 or requested through returns@epic-pharma.com
- All transportation charges including insurance are the responsibility of the customer **NOT** Epic Pharma.
- Third party or reverse distributors must request a return authorization for returns. The hiring company must pay fees for the third-party service; Epic Pharma will not be responsible for these charges. Credit will differ from the amount requested.
- Epic Pharma will determine in its sole discretion whether products qualify as returnable with evaluation of product condition at the time of receipt.

#### **Returnable Items**

- Items in Epic Labeled bottles only (**Product is any other bottle other than Epic labeled bottles are not suitable for return**)
- Product with dating that is within 6 months prior to expiration date and up to 6 months past expiration date. (**Partial quantity will NOT be accepted**)
- Concealed damages **will not** be eligible for credit if reported beyond 10 business days of receipt.
- Items shipped from Epic in error or damaged in shipment accompanied by a signed bill of lading noting damages and reported to Customer Service within 10 business days of receipt.

#### **Non-returnable Items**

- Product returned without approved authorization, and from unidentified source.
- Free goods and merchandise sold on a non-returnable basis.
- Special labeled, private labeled, and repackaged merchandise is not returnable.
- Products damaged by fire, smoke heat, improper handling, storage, shipping damaged at the customer's warehouse or store level, or product with broken seals, opened soiled or disfigured.

#### **Terms of Return Policy**

- Epic requires the following information to process a return request: NDC #, description, quantity, reason for return, , lot number, and expiration date.
- Epic reserves the right to limit returns to 2.0% of total purchases, unreasonable or excessive returns will not be permitted.
- Credit will be the lesser of the acquisition cost (contract price) or current price.
- Credit will be issued to the direct accounts **ONLY**; non-direct accounts must contact their wholesaler or distributor.
- Credit will be issued upon receipt of product accompanied by a return authorization. Returns must be made within 30 days of return authorization.
- Epic reserves the right to destroy all merchandise returned that is not eligible for credit or does not conform to the Epic return policy.

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