



Addiction Treatment Division Return Policy Statement

This document is the current policy for return of VistaPharm pharmaceutical products purchased directly from the Addiction Treatment Division by entities licensed to dispense and/or administer VistaPharm products.

Products purchased through our Addiction Treatment Division are non-returnable, except for damaged or mis-shipped product due to VistaPharm error.

Damaged products and items shipped in error will be considered returnable for credit if reported within 48 hours of receipt. Inmar, VistaPharm's Returned Goods Processor, will not accept returns that were shipped/ordered in error or concealed damage claims without prior authorization from VistaPharm. Due to the requirements of serialization, photographs of case labels must be submitted with overage and damage claims. Products must not be sent back to VistaPharm Distribution once delivery has been accepted by a facility.

Claims and requests for return authorization must be made through our Customer Service department via email at order@paipharma.com. Customer Service will process a return authorization (RA) through Inmar, our return goods processor. Inmar will generate a DEA 222 form for Class II products. The return authorization documents must be included in the return shipment.

Required Information for Acquiring RA:

- NDC Number
- Product Name
- Strength
- Lot Number
- Expiration Date
- Reason for return

Non-Returnable Products for Credit:

- Products ordered in error by customer
- Products expired

Any other returns are at the sole discretion of VistaPharm.

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