



## Addiction Treatment Division Return Goods Policy Statement

**Effective January 1, 2026**

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 will be considered returnable for credit if reported within 48 hours of receipt. Qualanex, 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.

Products received due to a VistaPharm error can be refused for delivery resulting in the product being returned to VistaPharm. This will not result in a charge to the customer.

Refusing a delivery for any reason outside of a VistaPharm error or visible damage may result in a charge to the customer. Refused shipments incur expense on behalf of VistaPharm and the products must be destroyed at VistaPharm expense. The charge to the customer will consider the product(s) included in the shipment as well as the number of packages in the shipment refused. Charge will not exceed the cost of the full purchase order.

Claims and requests for return authorization must be made through our Customer Service department via email at [order@paipharma.com](mailto:order@paipharma.com). Customer Service will process a return authorization (RA) through Qualanex, our return goods processor. Qualanex 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.*