

# Snap Medical Industries, LLC

## Returned Goods Policy

Effective date: April 22, 2024

This policy applies to all products.

**snapmedical™**

Snap Medical Industries, LLC  
6515 Longshore Loop, Suite 100  
Dublin, Ohio 43017

snapmedicalindustries.com  
phone 800-875-4508  
email info@snapmedicalindustries.com

### Authorization

#### Prior authorization is required in order to return

Snap Medical Industries, LLC products. Authorization must be obtained by emailing info@snapmedicalindustries.com. Return authorizations are valid for 5 business days from the date the authorization is issued. Snap Medical Industries representatives are not authorized to accept returned products or to approve the return of product.

Products will be considered for return within 4 days of receipt.

### Criteria for Reimbursement

#### In order to be eligible for reimbursement, returned products must meet *all* of the following requirements.

- Product must be in original containers, bearing its original label and for which the lot number and expiration date are legible.
- Product is subject to state specific mandates regarding returnability.
- Product must have 12 months or greater dating.

**All product returns that do not specifically meet the criteria set forth above for reimbursement will be destroyed and no reimbursement will be issued. Receiving fees and destruction costs will be applied.**

### Returned Products that are Not Eligible for Reimbursement

**The following list of returned products not eligible for reimbursement is for example only and shall not be construed as an all-inclusive list.**

- Product with less than 12 month dating.
- Batch and/or bundled returns.
- The Epinephrine Syringes.
- Indirect customer returns.
- Product in which the lot number and/or expiration date is missing, illegible, covered, and/or unreadable on original container.
- Product that has been involved in a sacrifice, fire, or bankruptcy sale.
- Product that has been damaged due to improper storage or handling, fire, smoke, flood, or catastrophe.
- Product that was sold expressly on a non-returnable basis.
- Product that is not in its original container and/or not bearing its original label.
- Product that has been repackaged, customer-specific labeled, or private labeled.
- Product purchased on behalf of other manufacturers, institutions, contract research organizations, or others for use in clinical trials or studies, Phase IV studies, or for charitable donations.

- Product obtained illegally or via diverted means.
- Product purchased on the "secondary source" market or from a distributor who is not a Snap Medical Industries, LLC Authorized Distributor of Record. Snap Medical Industries, LLC may request proof of purchase from an Authorized Distributor of Record.
- Product that Snap Medical Industries, LLC determines, in its sole discretion, is otherwise adulterated, misbranded, or counterfeit.
- Partial carton quantities.

Snap Medical Industries, LLC shall have the right to determine, in its sole discretion, whether returned products meet the criteria for reimbursement set forth herein.

Returned products that are determined not to be eligible for reimbursement under this Policy will not be returned to the customer or the third-party processor and no reimbursement will be issued by Snap Medical Industries, LLC for said product unless state or local law requires otherwise. Snap Medical Industries, LLC reserves the right to destroy, as having no value, any product returned that is determined not to be eligible for reimbursement under this Policy.

### Snap Medical Industries, LLC Returned Goods Agent

Snap Medical Industries, LLC representatives are not authorized to accept returns. Once an RGA is established, Snap Medical Industries, LLC will provide the information regarding the return goods agent as well as the detailed shipping instructions.

Snap Medical Industries, LLC is not responsible for the cost to ship returned goods from any customer or third party to the RG Agent. The RG Agent may refuse any returned goods shipments sent COD (collect on delivery). Snap Medical Industries, LLC will not reimburse or accept charges/deductions for administrative, handling, or freight charges associated with the return of product.

### Reimbursement

All product returns that meet the criteria for reimbursement set forth in this Policy will be reimbursed by Snap Medical Industries, LLC at the lower of WAC, or the purchase price.

### Amendment

This Returned Goods Policy is subject to change at any time in Snap Medical Industries, LLC sole discretion and without prior notice to other parties. All product returns that do not specifically meet the criteria set forth above for reimbursement will be destroyed and no reimbursement will be issued. Receiving fees and destruction costs will be applied.