POLICY ON RETURN GOODS

INTRODUCTION:

This document provides the policy on handling of returned finished products once left ..... warehouses to market and received back at ..... warehouses.

SCOPE:

This policy applies to all finished goods manufactured and/or marketed by ..... and associated units.

POLICY DETAILS:

- ✧ Returned product shall be handled accordingly to risk-based procedure based on product behaviour, storage requirement and time elapsed since outside ..... control.
- ✧ Products that required cold storage (2 to 8°C) and transport requirement are out of scope of this policy. Only wrong delivery distances shall be reviewed and accordingly handled.
- ✧ Following aspects shall be verified for pharmaceutical/medicinal products to be considered as saleable returned products.
- ✧ Condition of the stock shall be in unopened condition and secondary packaging is in good condition.
- ✧ The stock shall have valid traceability - the stock shall be against valid delivery note/supply record of ..... The depot shall verify the receipt to ensure it is supplied from depot (licence, Invoice etc.)
- ✧ Depot warehouse shall reconcile all returned material against total quantity of dispatched materials wherever applicable.
- ✧ Testing shall be carried if required in exceptional cases.
- ✧ The return stock shall be verified by depot person and approved for sale by designated person.
- ✧ There shall be reasonable evidence that the particular product is supplied to that customer (bill, Delivery challan, invoice) and the batch number of that product as per pre-determined standards, as that there is no reason to believe that product has been falsified.
- ✧ Pharmaceutical / medical products shall be considered as non-saleable under following cases, Products with private labels, repacked or patient labelled.
- ✧ Products seemed adulterated. Product sold on non-returnable basis.
- ✧ Products purchased or distributed contrary to state or local law.
- ✧ Expired, recalled, damaged products are out of the scope of this Policy. They shall be sent for destruction as per process.
- ✧ Product returned to saleable stock shall follow FEFO system.
- ✧ Products that are subjected to improper storage condition including extreme temperature, humidity, smoke, fume, radiation due to natural disaster like fire, accident etc. shall not be considered as saleable stock. In such cases a through risk assessment shall be conducted as below but not limited to:
- ✧ Evidence from the inspection that the drug product and their associated packaging are not subjected to adverse storage condition as a result of disaster or

accident.

- ✧ Organoleptic examination shall also be conducted as supplementary evidence that the product meets appropriate standards of identity, purity and quality.
- ✧ Evidence of the laboratory test that product meets all applicable standards of identity, purity and quality, where required.
- ✧ Based on the above finding's quality shall decide on salvaging such products/ stocks . ..... reserves the right to make final determination in evaluation of returns.

AMENDMENT AND WAIVER:

The company reserves the right to amend, alter and/or terminate this policy at any time.

DEFINITION: Not Applicable

ABBREVIATIONS:

FEFO	:	First Expiry First Out
°C	:	Degree Centigrade

REFERENCES: Not Applicable