



## Return Policy & Procedure

Please go to [BellcoOnline.com](http://BellcoOnline.com) for a most up-to-date version of this Policy.

**Policy:**

<b>Saleable Merchandise</b>		
(returned <b>without</b> order / invoice number(s) will receive 25% off oldest applicable invoice and subject to credit dating reductions)		
<b>Purchased from Bellco:</b>	within the last 90 days	100% of the invoice price
	after 90 days and up to 12 months	10% off the invoice price
	between 12 months and 24 months	25% off the invoice price
	beyond 24 months	50% off lowest Bellco cost

<b>Un-saleable Merchandise (not including damages caused in initial shipment)</b>		
Defined as shopworn, damaged, opened, outdated, stickered, discontinued, short dated (less than 4 months)		
No credit will be issued for open, partial packages, repacks, special ordered merchandise, pre-books, and outdated beyond <b>3</b> months		
<b>Purchased from Bellco:</b>	within the last 90 days	25% off the invoice price
	after 90 days and up to 12 months or within 4 months of expiration date	35% off the invoice price
	between 12 months and 24 months	50% off lowest Bellco cost
	beyond 24 months	will be returned
	Manufacturer recalled items returned within 30 days (Recall items returned after 30 days of Recall Notice will be subject to credit reduction or returned to the customer)	100% credit

**Exceptions:**

<b>Generics:</b>	Purchased from Bellco within the last 90 days,	100% of the invoice price
	If purchased after 90 days and up to 24 months	credit will be issued at Bellco's lowest historical price and subject to the conditions above
	Beyond 24 months	will be returned
<b>Class II Controlled Substances:</b>	No returns accepted on Class II Controlled Substances unless purchased from Bellco and unopened. Class II Controlled Substances <b>MUST</b> have prior approval and necessary Federal Forms issued by Bellco. If return is accepted, credit will be subject to the conditions above.	

**Procedure:**

- All returns require only 1 completed **Return Authorization Form** per box. Each form must include Qty, Item Description, Date of Purchase, Invoice Number, Reason For Return, and Signature
- All glass items must be wrapped to avoid breakage
- All Saleable (see above) refrigerated items must be packed according to product specifications
  - Contact Customer Service at 1.800.645.5314 if you require refrigerated packing material
  - Please place ice packs in a plastic bag to avoid moisture damage to merchandise
- Go to **www.BellcoOnline.com**, Customer Service, Rapid Product Returns for our latest version of the Return Policy

**Important Notes:**

- **Shortages, errors, damages, or receipt of shortdated merchandise claims** must be reported to Customer Service 1.800.645.5314 within 48 hours
- **Bellco cannot accept product back from a pharmacy that does not sign the bottom of the Return Authorization Form acknowledging that the product was purchased from Bellco.**
- Returns that do not adhere to the Return Policy/Procedure will be returned to the customer and the customer may be charged a processing/shipment fee