



Return Goods Policy

Cadista Pharmaceuticals Inc., has selected Stericycle, Inc. as the designated return goods processor for all Cadista-labeled (labeler code 59746) products and incurs the costs for processing and destruction of products returned to Stericycle only. All returns should be sent to Stericycle. To contact Stericycle directly, please call 1-800-777-6565, or by mail at:

Stericycle RMS
Dock 19
2670 Executive Drive
Indianapolis, IN 46241

Returnable With Credit

- Expired product, not more than six (6) months prior to the expiration date or twelve (12) months past the expiration date, in original container.
- Product received in error or damaged during shipment to consignee (accompanied by a signed bill of lading noting such damage) if reported to Cadista within ten (10) days of receipt and returned within thirty (30) days).
- Concealed damage claims made within thirty (30) days of receipt. Carrier's inspection report must be made available to Cadista.

Non-Returnable or Returnable Without Credit

- Product sold on a non-returnable basis
- Overstocks
- Product damaged through an insurable event such as fire, smoke, water, etc
- Product damaged due to customer negligence
- Packages missing a label, or packages where lot number and/or expiration date are not legible
- Repackaged Product
- Product manufactured for private label or private formula
- Product purchased from any party other than Cadista or authorized wholesaler/distributor
- Product involved in salvage, bankruptcy or insolvency proceedings
- Product where proof of purchase cannot be verified

Valuation of Returns

- Returns will be valued and credited at the lower of the current or most recent contract price, a standard market price where contract doesn't exist (non-direct customers), or the actual direct invoice price paid for the product, less any promotions or discounts.
- Credit will be issued by Cadista to any direct account. Non-direct accounts will receive credit/check directly from Cadista-designated Return Processor. Credits will not be issued through authorized wholesalers.

Additional Terms of Policy

- Product outside of guideline will not be returned to customer and no payment will be issued.
- Policy is subject to the laws within the governing jurisdiction of the customer.
- Cadista reserves the right to require proof of purchase source for any item returned for credit or exchange.
- Cadista will not assume responsibility for charges incurred by customers for processing and destruction of returns through wholesalers or returns companies other than the Cadista-designated return good processor.
- Transportation charges, including insurance, are the responsibility of the customer, unless shipped in error by Cadista.
- Cadista reserves the right to amend this policy at any time.