



**SHIPPING AND RETURN POLICY
INTERNATIONAL PHARMACEUTICAL PRODUCTS SAS
INPHAPRO**



	SHIPPING AND RETURN POLICY	Code: LG-PL-001
		Version: 1
		Page 2 of 4
Approved by: Manager		Date approved: Nov 2020

1. SHIPPING POLICY

- Shipments will only be made for purchase orders received through the following authorized email addresses: admon@inphaprogroup.com, comercial@inphaprogroup.com.
- The drugs and supplies will be shipped by our third-party logistics provider complying with Good Transport Practices and Good Storage Practices;
- The cold chain will be maintained across the transport and up to the arrival at the destination for those products that require it;
- Shipments of drugs will take place from Monday to Friday;
- All shipments will include an invoice or delivery note, which must be signed by the recipient. Upon signing, the customer assumes custody of the products;
- The lead time is 3-5 business days from the date of the purchase order;
- All shipments will be shipped to the primary delivery address registered by the customer; the customer must report in the respective purchase order if the delivery address is different.

2. INPHAPRO SAS RETURN POLICY

CONDITIONS OF INPHAPRO SAS

All returns must be processed through our company technical department, which will provide the customer with a Products Return Form; after verified the information and accepted by our company Quality Assurance Technical Director, the pick-up of the returned products will be arranged with the customer. The third-party logistics provider will pick up the products, which will be re-entered into the warehouse. We will not accept customers directly sending back goods in no case. INPHAPRO SAS will not be responsible for any loss of goods or freight costs in such cases.

Our company's third-party logistics provider will notify technical receipt of the returned products, verifying the relevant product information and ensuring that the product is in good condition, in its original packaging, with complete contents, with no broken security seals, and no evidence of tampering. If the products are non-conforming, i.e., do not meet handling and storage standards that ensure their quality, they will be destroyed, and no credit note will be issued. For compliant products, the respective Credit Note will be applied through discounting of the values or bonuses.

	SHIPPING AND RETURN POLICY	Code: LG-PL-001
		Version: 1
		Page 3 of 4
Approved by: Manager		Date approved: Nov 2020

Customers should not deduct any amount for returned products from their invoices payable unless they have received a Credit Note, which will be prepared by INPHAPRO SAS within a maximum of 3 business days after receipt of the returned goods.

Goods that are bad conditions due to inappropriate handling or storage in improper conditions by the customer will not be eligible for return.

Requests for returns due to errors in the customer's purchase order will be evaluated on an individual basis. Receipt of these requests does not imply acceptance, and the response will be communicated to the customer in writing. The customer will also be responsible for the cost of freight and any other expenses incurred during the return process.

3. REASONS FOR RETURN

Expired or near-expiration products: INPHAPRO has a commercial return agreement with the manufacturers for some products. Our sale representative will inform customers of this policy and the conditions and times for returns for expired or near-expiration products.


Note: This return option is not available for every product or manufacturer.

Returns accepted for reasons of product expiration date will only be received under the following conditions:

EXPIRATION DATE	APPLY FOR CREDIT NOTE	% RETURN
0-4 Months	Received for destruction	0
4-12 months	Yes	50%
>12 months	Yes	100%

Product not requested by customer: In these cases, the customer has 24-hours maximum to initiate a return through the Commercial department for pickup. The product must be in good condition.

Damaged product: In the event that a damaged product is received by the customer, the customer must initiate a return within 24 hours of receipt. The damaged product will either be replaced, or a credit note will be issued if the customer provides evidence of the damage. If the customer fails to initiate a return within this timeframe, INPHAPRO will not replace the product nor issue a credit note.

	SHIPPING AND RETURN POLICY	Code: LG-PL-001
		Version: 1
		Page 4 of 4
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Recalling product: This only applies in cases where the competent Colombian authorities require it.

4. RETURNS ARE NOT ACCEPTED IN THE FOLLOWING CASES:

- Low turnover products;
- Products not invoiced;
- Cold chain products (temperature 2°C-8°C), vital medicines not available and/or special control medicines, except for those that are a shipping error or have a quality failure detected during the following 24 hours upon receipt of the order and whose request has been duly made. In case of accepting the returned cold chain medicines, they will immediately go through the company's processes of deregistration and destruction of medicines;
- Products held by the customer not complying with the Good Storage Practices (inadequate environmental conditions, breakdowns in their primary or secondary packaging, not complying with the cold chain requirements, if applicable), among other requirements of the data sheet;
- Products with evidence of tampering with their original packaging, used, or deteriorated;
- Products sold under clearance sale;
- Products with evidence of being fraudulent or with a tampered package and altered composition;
- Products imported directly by Inphapro by a purchase order from a customer;

EMILIO JOSE CARRETERO MAS
 Legal Representative- Inphapro SAS

5. HISTORY OF CHANGES

VERSION	DATE APPROVED	CHANGE DESCRIPTION						
1	November 2020	First document						
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">PREPARED BY</th> <th style="width: 33%;">REVIEWED BY</th> <th style="width: 33%;">APPROVED BY</th> </tr> </thead> <tbody> <tr> <td>Juan Carlos Quality Assurance Technical Director</td> <td>Emilio Carretero General Director</td> <td>Alejandro Vargas Manager</td> </tr> </tbody> </table>			PREPARED BY	REVIEWED BY	APPROVED BY	Juan Carlos Quality Assurance Technical Director	Emilio Carretero General Director	Alejandro Vargas Manager
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