



# Rising

## Return Goods Policy

Our Returned Goods (except those listed under #2) will be received and processed through our service provider **Inmar, Inc.** ([www.inmar.com](http://www.inmar.com)). Please follow the instructions below to ensure eligibility and compliance with our policy.

### **I. Merchandise eligible for return through Inmar:**

- Expired and/or short-dated merchandise in full, partial, opened or unopened, unmarked original containers.
- Not earlier than six (6) months prior to the expiration date.
- Not later than twelve (12) months following the expiration date.
- All returns must be from direct Rising customers.
- Returns of items from "Indirect Contracts" are acceptable only from Rising's direct customers, however, all credits issued will be at NET prices actually paid, i.e. WAC, Invoice, Net, Contract or Indirect Contract Price.

### **How to proceed**

- ✓ ***You must obtain a Return Authorization (RMA) from Inmar or its Return Processor prior to returning any merchandise to Inmar. Inmar will provide pre-printed shipping labels with the RMA #. No credit will be issued for merchandise returned without an RMA.***
- ✓ ***When requesting the return authorization, the lot number and expiration date must be included on the debit memo.***

Note: Credit will be processed within sixty (60) days following receipt of the merchandise (providing it meets the return goods eligibility guidelines above).

### **How to obtain a Return Authorization/Label for returns to Inmar**

**(Important: Lot number and expiration date must be included on the debit memo):**

- a) The most efficient way to obtain your return label and track the progress of the return is by visiting Inmar's RA website at <https://clsnetlink.com> (You will be required to upload a debit memo in PDF format). Important:
- b) E-mail your debit memo to [rarequest@inmar.com](mailto:rarequest@inmar.com)
- c) Fax your debit memo to Inmar at 817-868-5343.

**Reminder: Inmar will not accept returns without a return authorization number on the outside of the package(s)**

### **Inmar Returns Address:**

Rising Pharmaceuticals, Inc.  
c/o Inmar – South Dock  
4332 Empire Road  
Fort Worth, TX 76155

For assistance with the return process contact **Inmar Customer Service** at  
1- (800) 967-5952 Monday thru Friday 7am – 5pm Central Time.



## 2. Merchandise that should **NOT** be returned to Inmar:

- Merchandise shipped erroneously by Rising,
- Overages, original cases received with concealed shortages, internal damage to packaging, or otherwise unacceptable
- Items/quantities ordered by mistake

### **How to handle "shipping-error" related returns**

Customer Service representatives at Rising are available to assist you with arranging returns necessitated by shipping errors. Please contact Rising directly at 201-961-9000. Do not return erroneous shipments to Inmar, nor contact Inmar for RMA's related to any shipping errors.

**Important Note: If the erroneous shipment came from DDN (controlled substances)...**

**Products shipped from DDN (controlled substances) should NOT be returned to Rising's facility. Please call Rising to arrange RMA for shipment back to the DDN facility.**

*For assistance with the return process contact **Inmar Customer Service** at  
1- (800) 967-5952 Monday thru Friday 7am – 5pm Central Time.*