



Return Goods Policy*

Authorization:

All merchandise must be authorized by Owens & Minor (O&M) in writing in advance of return. Customer must obtain a Returned Goods Authorization (RGA) from O&M. The RGA is good for 30 days after issue date and must be attached to the returned goods.

The following information is required to generate an RGA:

- Original Order Number
- Product number
- Quantity for return
- Reason for return
- Lot number or expiration date may be required for certain items

All merchandise is returned with a valid RGA and meets eligibility criteria. An RGA does not guarantee credit as all returns are subject to inspection by O&M.

Merchandise Eligible for Return:

Merchandise delivered in error by O&M is eligible for return. Errors include miss-picks, overages, damages, dirty or soiled product, or product with short-dated expiry.

All other merchandise must meet the following criteria for determining eligibility for return:

- Item is currently stocked by O&M for the customer
- Item is NOT a "special order" or "custom product"
- Merchandise is in original manufacturer packaging and in a unit-of-measure salable by O&M
- All returns are in compliance with state and federal laws and regulations
- Merchandise meets criteria for return by supplier
- Merchandise has at least six months to expiry
- Merchandise was NOT on allocation at time of purchase
- Merchandise does not require refrigeration
- Merchandise is not hazardous

Ineligible returns will be returned to the customer or destroyed by O&M, at O&M's sole discretion.

Return Procedure:

Instructions are provided by O&M when the RGA is issued as to the method of return. In cases where O&M delivers product on its own trucks, the customer will be asked to have the returned goods staged for pick-up with RGA attached for pick-up by O&M. In cases where O&M uses common carrier to deliver product, O&M will generally ask that products be returned by common carrier. Where merchandise has been delivered in error or in soiled or damaged condition, O&M will bear freight charges and risk of loss or damage during return delivery. In all other cases, the customer shall bear the freight and risk of loss during return delivery.

* Not applicable to PANDAC or Surgitrack returns

Owens & Minor reserves the right to suspend returns, disallow returns, or delay the acceptance of returns if Owens & Minor determines, in its discretion, that such action is necessary or appropriate due to natural disaster, pandemic, or other circumstances beyond Owens & Minor’s reasonable control.

Credit and Fee Schedule:

O&M will issue credits within a reasonable amount of time after receipt and inspection of the returned products.

Category	O&M Error - Days since Invoice Date		Eligible Returns - Days Since Invoice Date			
	Notify ≤ 3 days Return ≤ 14 days	Return > 14 days	0 to 30	31 to 60	61 to 90	> 90
Merchandise Credit	100%	none	100%	90%	80%	not eligible for return
Restock Fee	\$ -	\$ -	\$75			
Freight	\$ -	\$ -	Customer paid unless backhauled by O&M			

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