



Returns Policy for Expired Goods

Products Eligible for Reimbursement:

- Expired Products
(1 month prior to expiry - to a maximum of 3 months after expiry)

Products Not Eligible for Reimbursement:

- Expired Products returned more than 3 months after their expiry date
- Products that are not expired
- Products ordered in error by Customer (unless prior authorization received by LPG)
- Products damaged by water, fire or shoplifted (these should be covered by Pharmacy's own insurance plan).
- Products not in their original packaging
- Products damaged by improper storage or exposure to temperatures outside manufacturer specifications (these should be covered by Pharmacy's own insurance plan).
- LPG Inventory Solutions will not credit Customers for expired products that are specifically excluded from a Manufacturer's Return policy. For example, Pollinex R, Vaccines. These products are marked 'NON-returnable' at time of purchase from LPG Inventory Solutions.

Procedure to Return Expired Goods:

- **Customer must obtain prior authorization (RTA) from LPG staff**
- All returns must be accompanied by a RTA form from LPG.
- ***Please include a copy of the invoice to show proof of purchase.***
- Returns can be shipped to the following address at the expense of the Customer:

LPG Inventory Solutions
40 Milburn Road
Unit B
Hamilton, ON
L8E 3L9

Reimbursement Conditions:

- For all expired Products returned with a RTA, LPG Inventory Solutions will issue a credit directly to the Customer's account for 85% of manufacturer credit issued to LPG Inventory Solutions.