

# Returns quick guide

## This guide contains:

- Return policy
- Packing guidelines

## Getting Started

You can initiate a return on ABC Order or by calling customer service at 800.543.2111.

Once you have initiated a return in ABC Order you can find your Return Authorization forms (RA) and labels in the return center in ABC Order. Please note: product is considered short dated at 90 days before expiration, these should be keyed as a non-salable return.

If you initiated your return via customer service you should receive your Return Authorization by email from AmerisourceBergen Return Authorization (ABC\_RETURNS@amerisourcebergen.com).

If you need additional labels please call customer service at 800.543.2111

Please check the return to address carefully. Product can be shipped from a number of our distribution centers and must be returned accordingly. **This address will not always be the Brooks, KY location. If product is returned to the wrong location it could result in a processing delay and ultimately a delay in credit receipt.**

**AmerisourceBergen**  
Besse Medical

**RETURN  
AUTHORIZATION**

Return No: **309616582**    Customer Ref No: **9061307059**

Document No: 9061307059

Date: 09/30/2021    Expiration Date: 12/29/2021

1 of 1

Check  
**where**  
to send  
return

**Return To**

ASD SPECIALTY HEALTHCARE, LLC  
DBA BESSE MEDICAL  
345 INTERNATIONAL BLVD STE 400a  
BROOKS KY 40109-6200

DEA Number RA0219798

**Customer**

CINCINNATI EYE INSTITUTE  
PURCHASING DEPT  
1945 CEI DR  
BLUE ASH OH 45242-5664

Account  
100261224

DEA Number  
BC7172632



R309616582100261224R

**AUTHORIZATION TO RETURN ONLY**

NDC/ UPC	Item No	Qty	UOM	Description	Reason Code	Remarks
50242006001	10240043	1	EA	AVASTIN 100MG VL 4ML GENENTECH, INC. USA	S	INVOICE : 3069016119    DATE : 09/28/2021 EXP DATE:

Lot#: 3441211

Exp Date: 01/31/2023

## Quick return checklist

- ☐ Ensure that lot # and NDC # on your product match what is listed on the RA form
  - ☐ Use only the return label provided
  - ☐ No writing or labels on the product package
  - ☐ No broken seals on product package
  - ☐ Lot and expiration must be intact

- ☐ Flats and packs must be intact
  - ☐ Check return address carefully, see that it matches the address specified on the Return Authorization
  - ☐ Must be packed per the guidelines. It's important frozen gel packs are not touching the medication as this moisture can damage the product.
  - ☐ Please do not package refrigerated (overnight) items with ambient (ground) shipped items. To insure product will receive proper credit, please use the appropriate return label provided per product shipping method.

# Return policy

## Credit turnaround

Our commitment is to issue credit on saleable or manufacturer returnable product on the day it is received by Besse Medical.

## General return policy

A return authorization from our Customer Service Department is required. A Certification and Representation Agreement must be signed and returned to customer service prior to Besse Medical issuing a return goods authorization number. Saleable product must be returned in original packaging and condition under climate control requirements. Special order items and controlled substances are non-returnable. Oral items are subject to manufacturer policy.

Non-saleable product can be returned for credit if it is returnable to the manufacturer within their specific return policy. Call Besse Medical for manufacturer information. Product is considered short dated at 90 days before expiration date, these should be keyed as a non-saleable returns for credit.

Product purchase must have originated with Besse Medical.

Besse Medical understands there may be special circumstances not specifically addressed in this policy. Please contact your Besse Medical representative if you have any questions or need additional information.

Product condition	Accompanying invoice information	Credit issued**
Saleable (at least 3 months dating)	Yes	100% of purchase price
Saleable (at least 3 months dating)	No*	85% of purchase prices
Non-saleable, returnable to vendor	Yes	75% of purchase price (based on manufacturer policy)
Non-saleable, non-returnable to manufacturer or not stocked by Besse Medical	No	No credit

\* Invoice Information is available from the ABC Order website.

\*\* Credit issued to the customer will be the amount paid on the invoice.

Please refer back to your credit application where parties are defined: Credit for returned merchandise will be assessed upon receipt of the merchandise and only for items that are authorized for return by the applicable ASD Party. Issuance of a return authorization does not guarantee credit will be issued. All credits will be reflected in Applicant's account to apply toward future purchases. For all ASD Parties, Applicant must report any errors and/or discrepancies within **48 hours** of receipt for all items. The respective ASD Party is not obligated to issue credit for errors or discrepancies not reported within such time period. Credits will be issued at the original purchase price shown on the invoice, less the amount of off-invoice allowances or adjustments, if any. Items returned due to Applicant error or overstocking are subject to a handling charge. All returns must comply with these terms and conditions and all applicable laws, rules and regulations.

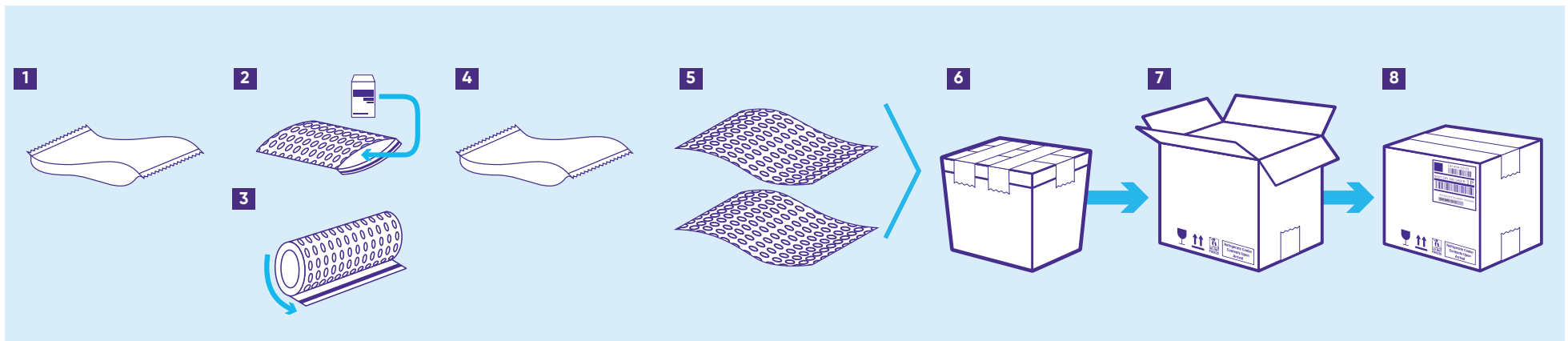
# Refrigerated packing instructions

Small cooler size: 10" x 8" x 6"

Summer product return

Products eligible for return are outlined in our product return policy. It is extremely important for you to follow these instructions exactly when returning your product to Besse Medical. Failure to pack your product as directed may affect your credit eligibility.

If you need additional information, please contact Besse Medical Customer Service at 800.543.2111. We are always here to help you.



**1** Place one (1) 24 oz. frozen gel pack in the bottom of the cooler.

**2** Place the product in the bubble bag.

**3** Gently fold the bubble bag around the product, and seal the bag with the sticky adhesive side. Then place bag inside the cooler.

**4** Place one (1) 24 oz. frozen gel pack on top of the sealed bubble bag.

**5** Fill any extra space in the cooler with extra bubble wrap, so the product and contents cannot move during shipping.

**6** Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

**7** Put the sealed cooler in the finished white ACH cooler shipper.

**8** Seal the white box and attach shipping label.

## Please note

Freeze the gel packs for at least 48 hours before packing the box.

To prevent gel packs from thawing and damaging product, **please DO NOT ship refrigerated returns on Thursdays or Fridays.**

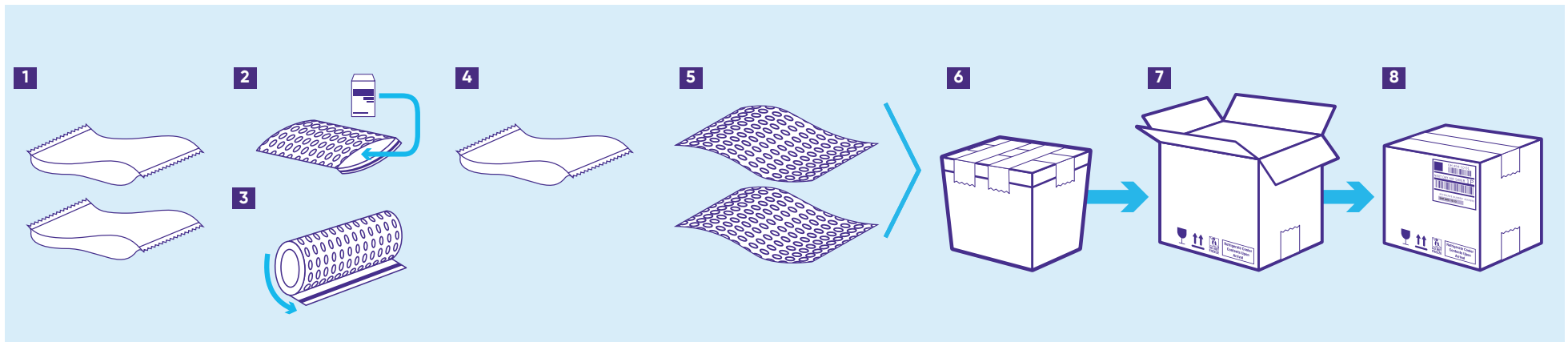
# Refrigerated packing instructions

Medium cooler size: 12" x 10" x 9"

Summer product return

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**1** Place two (2) 24 oz. frozen gel pack in the bottom of the cooler.

**2** Place the product in the bubble bag.

**3** Gently fold the bubble bag around the product, and seal the bag with the sticky adhesive side. Then place bag inside the cooler.

**4** Place one (1) 24 oz. frozen gel pack on top of the sealed bubble bag.

**5** Fill any extra space in the cooler with extra bubble wrap, so the product and contents cannot move during shipping.

**6** Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

**7** Put the sealed cooler in the finished white ACH cooler shipper.

**8** Seal the white box and attach shipping label.

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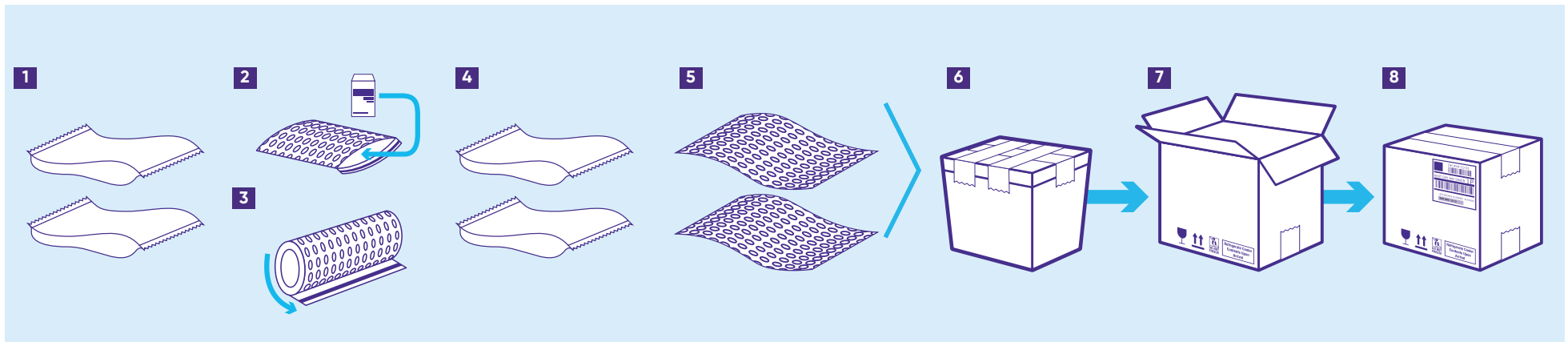
# Refrigerated packing instructions

Large cooler size: 12" x 12" x 13"

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**1** Place two (2) 24 oz. frozen gel pack in the bottom of the cooler.

**2** Place the product in the bubble bag.

**3** Gently fold the bubble bag around the product, and seal the bag with the sticky adhesive side. Then place bag inside the cooler.

**4** Place two (2) 24 oz. frozen gel pack on top of the sealed bubble bag.

**5** Fill any extra space in the cooler with extra bubble wrap, so the product and contents cannot move during shipping.

**6** Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

**7** Put the sealed cooler in the finished white ACH cooler shipper.

**8** Seal the white box and attach shipping label.

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Freeze the gel packs for at least 48 hours before packing the box.

To prevent gel packs from thawing and damaging product, **please DO NOT ship refrigerated returns on Thursdays or Fridays.**

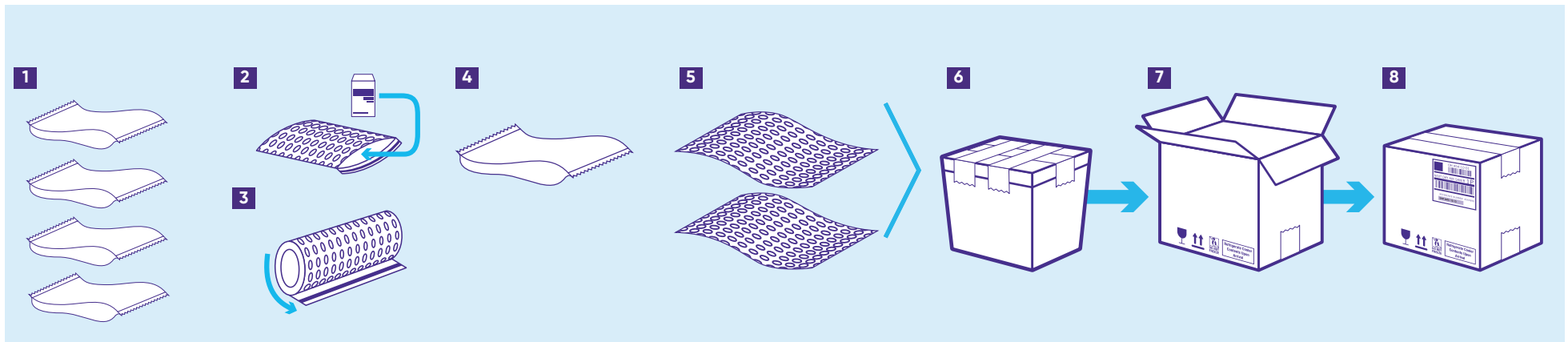
# Refrigerated packing instructions

**XLarge cooler size: 20" x 13" x 14"**

**Summer product return**

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**1** Place four (4) 24 oz. frozen gel pack in the bottom of the cooler.

**2** Place the product in the bubble bag.

**3** Gently fold the bubble bag around the product, and seal the bag with the sticky adhesive side. Then place bag inside the cooler.

**4** Place one (1) 24 oz. frozen gel pack on top of the sealed bubble bag.

**5** Fill any extra space in the cooler with extra bubble wrap, so the product and contents cannot move during shipping.

**6** Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

**7** Put the sealed cooler in the finished white ACH cooler shipper.

**8** Seal the white box and attach shipping label.

## Please note

Freeze the gel packs for at least 48 hours before packing the box.

To prevent gel packs from thawing and damaging product, **please DO NOT ship refrigerated returns on Thursdays or Fridays.**

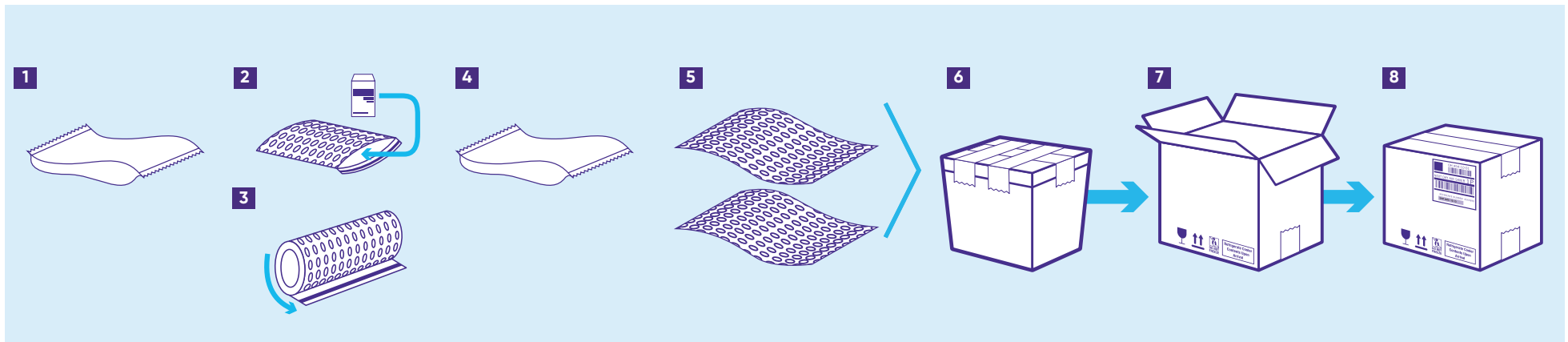
# Refrigerated packing instructions

Small cooler size: 10" x 8" x 6"

Winter product return

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**1** Place one (1) 24 oz. refrigerated gel pack in the bottom of the cooler.  
**Note: Do not freeze this gel pack.**

**2** Place the product in the bubble bag.

**3** Gently fold the bubble bag around the product, and seal the bag with the sticky adhesive side. Then place bag inside the cooler.

**4** Place one (1) 24 oz. frozen gel pack on top of the sealed bubble bag.

**5** Fill any extra space in the cooler with extra bubble wrap, so the product and contents cannot move during shipping.

**6** Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

**7** Put the sealed cooler in the finished white ACH cooler shipper.

**8** Seal the white box and attach shipping label.

## Please note

Freeze the gel packs for at least 48 hours before packing the box.

To prevent gel packs from thawing and damaging product, **please DO NOT ship refrigerated returns on Thursdays or Fridays.**

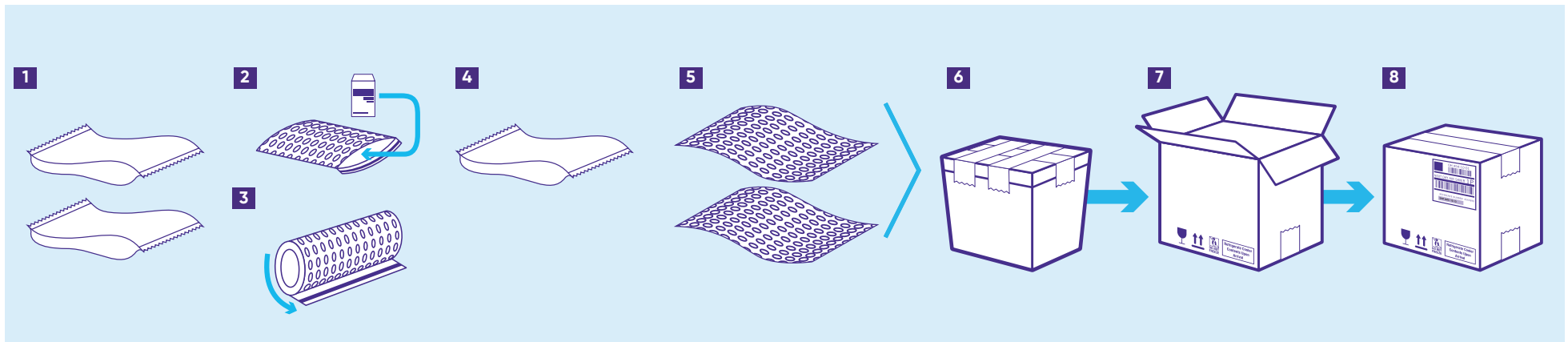
# Refrigerated packing instructions

Medium cooler size: 12" x 10" x 9"

Winter product return

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**1** Place two (2) 24 oz. refrigerated gel pack in the bottom of the cooler.  
**Note: Do not freeze this gel pack.**

**2** Place the product in the bubble bag.

**3** Gently fold the bubble bag around the product, and seal the bag with the sticky adhesive side. Then place bag inside the cooler.

**4** Place one (1) 24 oz. frozen gel pack on top of the sealed bubble bag.

**5** Fill any extra space in the cooler with extra bubble wrap, so the product and contents cannot move during shipping.

**6** Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

**7** Put the sealed cooler in the finished white ACH cooler shipper.

**8** Seal the white box and attach shipping label.

## Please note

Freeze the gel packs for at least 48 hours before packing the box.

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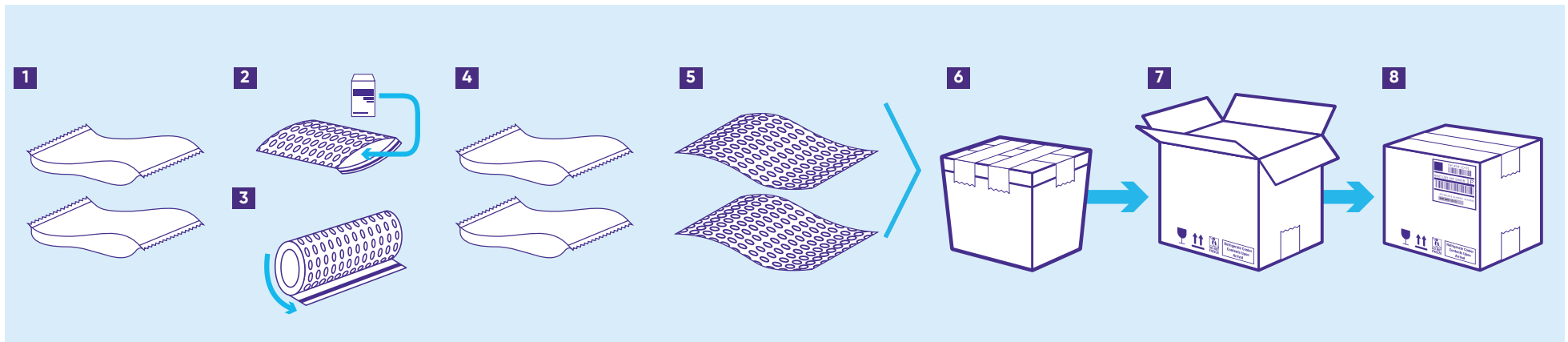
# Refrigerated packing instructions

Large cooler size: 12" x 12" x 13"

Winter product return

Products eligible for return are outlined in our product return policy. It is extremely important for you to follow these instructions exactly when returning your product to Besse Medical. Failure to pack your product as directed may affect your credit eligibility.

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**1** Place two (2) 24 oz. refrigerated gel pack in the bottom of the cooler.  
**Note: Do not freeze this gel pack.**

**2** Place the product in the bubble bag.

**3** Gently fold the bubble bag around the product, and seal the bag with the sticky adhesive side. Then place bag inside the cooler.

**4** Place two (2) 24 oz. frozen gel pack on top of the sealed bubble bag.

**5** Fill any extra space in the cooler with extra bubble wrap, so the product and contents cannot move during shipping.

**6** Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

**7** Put the sealed cooler in the finished white ACH cooler shipper.

**8** Seal the white box and attach shipping label.

## Please note

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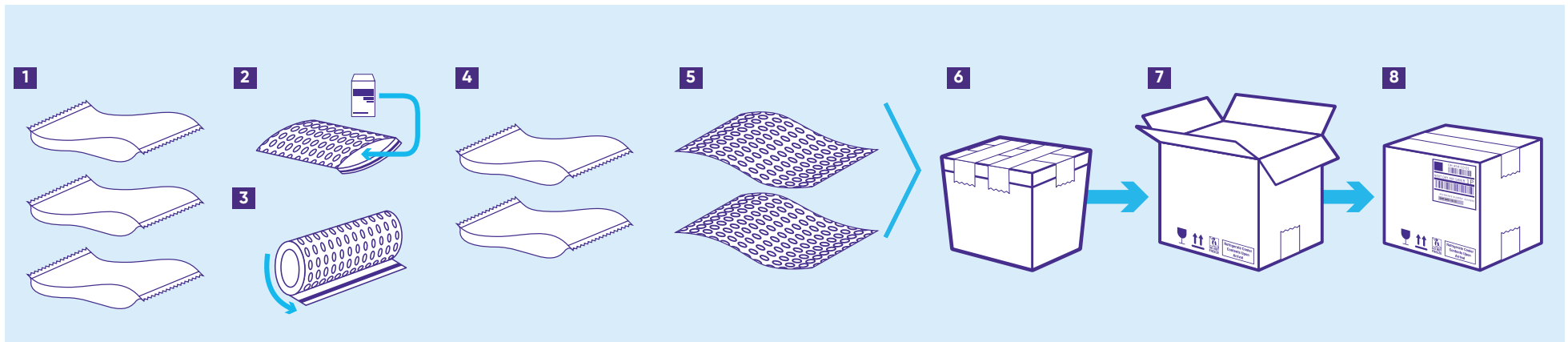
# Refrigerated packing instructions

**XLarge cooler size: 20" x 13" x 14"**

**Winter product return**

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If you need additional information, please contact Besse Medical Customer Service at 800.543.2111. We are always here to help you.



**1** Place three (3) 24 oz. refrigerated gel pack in the bottom of the cooler.

**Note: Do not freeze this gel pack.**

**2** Place the product in the bubble bag.

**3** Gently fold the bubble bag around the product, and seal the bag with the sticky adhesive side. Then place bag inside the cooler.

**4** Place two (2) 24 oz. frozen gel pack on top of the sealed bubble bag.

**5** Fill any extra space in the cooler with extra bubble wrap, so the product and contents cannot move during shipping.

**6** Place lid on cooler, tape the lid securely by fastening two strips of tape across the width of the cooler and one strip of tape across the length of the cooler.

**7** Put the sealed cooler in the finished white ACH cooler shipper.

**8** Seal the white box and attach shipping label.

## Please note

Freeze the gel packs for at least 48 hours before packing the box.

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