

**EXHIBIT F****RETURN GOODS POLICY**

Capitalized terms will have the meaning set forth in **Exhibit A** to the Agreement, unless otherwise defined in this **Exhibit F** or as otherwise modified pursuant to the provisions of Section 1.21 of **Exhibit A**.

PSI's goal is to ensure distributors and sellers ("you") of our Products are completely satisfied. PSI understands that from time to time, you will need to return some Products. PSI can only accept returns of ADVOCATE-branded or other Products that have been sold to you directly by PSI. If you purchased products through one of our authorized suppliers, distributors or wholesalers, or through other channels, you must return those products in accordance with that supplier's, distributor's, or wholesalers policies. Details of our return policy are summarized below.

Please contact PSI customer service as specified in this policy for assistance with returns. Prior to returning Product(s) to PSI, you must obtain a Return Authorization ("RA") number from PSI, which is valid for 30 days. In lieu of returning Products, under certain circumstances, you may destroy Products with the prior authorization of PSI. Additional details and the procedure to follow for returns or destruction are contained on the next page.

1. You will inspect each item upon delivery and inform PSI of any non-conformity in writing within five (5) business days after delivery.
2. For non-defective, non-expired, or non-short dated Products (at least 7 or more months before expiration date) some returns will be accepted within 7 days after delivery. Prior authorization and an RA number are needed. For these returns a 25% restocking fee will be charged.
3. All defective Products will be gladly exchanged for non-defective Products. Prior telephone authorization is required. Defective Products must be returned to PSI prior to the exchange with an RA number. No restocking fee will apply to defective Products.
4. The following Products cannot be returned for exchange or account credit under this Return Goods Policy and are deemed to be non-returnable goods:
  - a. Product is expired or short-dated (7 months or less remaining until the expiration date).
  - b. Packages that have been opened, damaged, tampered with, the seal has been broken, or contain less than the full original package quantity.
  - c. Product was overbought or undersold.
  - d. Product is customized or made-to-order.
  - e. ADVOCATE-branded or other non-ADVOCATE-brand Products that have not been sold directly to you by PSI.

This Return Goods Policy applies only to retailer returns and not to any individual customer returns. The manufacturer provides the Product warranties available to end-user customers. PSI provides no other warranties for the items and specifically disclaims any other warranties, whether express or implied.

Thank you for your business and understanding. Please feel free to contact us to help you resolve any problems you may have with your shipment or our Products.

## PROCEDURE FOR RETURNS AND ACCOUNT CREDIT

All requests for returns or destruction will be directed to PSI to obtain further return or destruction instructions and an RA number, if applicable, by contacting PSI as follows:

You will complete an RA/Return Goods Invoice form as follows:

1. RA/Return Goods form can be found as **Exhibit G** to the Agreement or <https://advocatemeters.com/wholesale-policies>.
2. Complete "For the account of" section.
3. Enter applicable information for Orig PO #, Description, Lot #, Exp. Date, Pkg. Size, Qty. return, and Whole Price.

Send the RA/Return Goods Invoice by e-mail as follows to:

Subject line: Returns Department  
E-mail: Attn: [returns@pharmasupply.com](mailto:returns@pharmasupply.com)

In lieu of return, you may destroy certain Products provided prior consent of PSI is obtained. Any destruction of medical devices or supplies will be in accordance with federal, state, or local law or regulations. Upon destruction, you will send PSI by e-mail to: [returns@pharmasupply.com](mailto:returns@pharmasupply.com) a letter, signed by a person authorized to bind the Company, certifying the Products have been properly destroyed. Unless specific arrangements have been made, Products approved for destruction are not eligible for account credit.

For any additional assistance or to obtain additional information please call PSI customer service at 888-469-3579.

The RA number must be clearly marked on the shipping container. Products returned without an RA number will not be accepted or considered returned for purposes of this Return Goods Policy.

To receive account credit, all eligible returns should be shipped, pre-paid to: Pharm Supply, Inc., 145 Cane Creek Industrial Park Drive, Suite 550, Fletcher, North Carolina 28732. PSI will work with all retailers to ensure that all Product units are received. Any discrepancies with regard to the quantity of units returned/submitted to PSI require resolution between you and PSI before PSI will post any returned goods credit to your account. Account credits will be made based on the lower of the current wholesale price at the time the returned Products are received by PSI or the wholesale price at which the Products were sold to the retailer.

PSI will not pay for, or provide account credit, any return goods transportation costs, handling fees, or processing fees incurred by you.

All eligible Products shipped to PSI will be shipped in a safe, secure, and reliable manner, and in compliance with all applicable federal, state, and local laws, regulations, and statutes. It is your responsibility to securely package all return goods to prevent breakage during transit and otherwise comply with laws and regulations applicable to the packaging, shipping, and transport of return goods shipments. PSI's acceptance of damaged, broken, wet, or leaking shipping containers damaged before or during shipment will in no way obligate PSI to credit your account for the returned goods. You are responsible for any damage incurred in shipping and you will deal directly with your shipper in the event of any damage to the goods. PSI recommends that you insure return goods shipments.

When returning goods to PSI, please provide the tracking number to PSI by e-mail as follows:

Subject line: Returns Department  
E-mail: Attn: [returns@pharmasupply.com](mailto:returns@pharmasupply.com)

**MISCELLANEOUS**

PSI reserves the right to verify all returns to make certain that they conform to this Return Goods Policy.

PSI reserves the right to promptly destroy any returned merchandise whether or not eligible for account credit or exchange.

PSI requires proof of purchase source for all merchandise returned for account credit or exchange.

PSI's policies strictly prohibit any sales representative or any other employee from giving samples or stock packages to you to replace merchandise. All returns must be made in accordance with this Return Goods Policy.

A copy of this Return Goods Policy can also be found at <https://advocatemeters.com/wholesale-policies>.

**Seen and Agreed:** \_\_\_\_\_, **20**\_\_\_\_\_.

**COMPANY**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_