



Customer Return Policy

In accordance with the legal requirements of the Drug Supply Chain Security Act (DSCSA), return of product not purchased directly from Valley Wholesale will not be authorized or accepted. Product returned not in compliance with this policy will be handled according to the DSCSA guidelines and will result in forfeiture of the product and any potential credit towards the return.

In addition, returns will not be accepted 6 months past the expiration date and/or not purchased within the last 24 months from Valley Wholesale for both saleable and non-saleable product.

All returns require an approved 'Return Authorization' request prior to returning the product. All requests are to be made through the Valley Wholesale website.

Returns in excess of 3% to the total monthly purchases are subject to a 10% restocking fee on top of the regular return policy.

All merchandise received in compliance with the above policy will be credited according to the following table:

Product Category	Return Parameters	Credit % Issued	Credit % Deducted
Brand/OTC/Generic	Within 90 days of the purchase date and 9 months or more shelf life remaining	100%	0%
Brand/OTC/Generic	Past 90 days of the purchase date and 9 months or more shelf life remaining	88%	12%
Brand/OTC/Generic	Past 90 days of the purchase date, less than 9 months of shelf life remaining, and not expired	65%	35%
Brand/OTC/Generic	Past the expiration date	Subject to Manufacturer Return Policy less 35%	
Brand/OTC/Generic	Without signed authorization slip	No Credit	
Brand/OTC/Generic	Without product stickers	No Credit	
Brand/OTC/Generic	Lot Number does not match shipped product	No Credit	
Brand/OTC/Generic	Partials and Adulterated	No Credit	

If the above criteria are not met, returned product and any potential credit will be forfeited.

Thank You,
 Valley Wholesale Drug
 Returns Department