

## JAT Pharmacy Return Policy

**Client (end user) credits and returns for items purchased through any of the Midwest Veterinary Supply pharmacy programs are governed by the clinic's return policy. The credit or refund must be processed by the clinic. Return of products purchased through Midwest distribution must be processed by your Inside Sales Representative. For online store purchases made through MyVetStoreOnline, login to your store and go to "Order Management". Locate and click on the order number, then enter and submit requested return quantities. To return items purchased through JATRx or JAT Pharms, please call 855-769-9059 or email [pharmacyreturns@midwestvet.net](mailto:pharmacyreturns@midwestvet.net).**

1. JAT Pharmacy returns must be pre-approved; please be prepared to provide the invoice number and an explanation for the return.
2. A Return Authorization will be sent to the clinic that must be included in the return shipment. Only items on the form should be included in the return. If the package contains product not included on the return authorization the clinic will be contacted for return or disposal of the product at the clinic's expense. The clinic will have five (5) business days to respond.
3. Manufacturer guarantees will be honored for products purchased through the JAT Pharmacy platforms.
4. There will be a \$10 call tag fee per box applied to all returns. Cost of item(s) being returned must exceed the \$10 fee. The call tag fee will be deducted from the credit balance. Call tags are valid for 30 days after issue, items that are not returned to Midwest within the 30 days must be returned at the clinic's expense. Midwest will cover the call tag fee if the item is being returned due to dispensing errors.
5. Return request forms must be received within 45 days of the order date to request a return.
6. Credits will only be issued for dispensing errors or defective products. Credits will be processed once authorized product has been received by Midwest Veterinary Supply. Items that are deemed non-returnable will be assessed a disposal fee which is a minimum of \$15.00. Non-returnable items include (but are not limited to): defaced, labeled or stickered (including all labeled prescription items), open items with broken seals, or products that are sold by the pill or dose (i.e. EasyDoseIt! items).
7. Diets items including Royal Canin, Blue Buffalo, Hills and Purina cannot be returned. Please contact a pharmacy representative for information about a credit to your clinic's account.
8. Additional conditions apply:
  - a. Any orders not deliverable due to circumstances beyond Midwest Veterinary Supply's control must be returned to Midwest in resalable condition to be eligible for credit. (e.g. Wrong shipping address given during order placement)
  - b. Shipping/freight fees will be credited if the return is due to Midwest error. Shipping/freight costs will be deducted from the credit balance for all other returns.
  - c. Items that are lost or damaged during shipment will be replaced with the same item and shipped Next Day Air when possible.
  - d. Credits for authorized returns will be processed prior to the next billing cycle with our best effort following the receipt. There may be circumstances out of our control that may delay processing.

**NOTE: This policy is subject to change at any time without notification.**

Updated: 3/23/2021