



Live better. Feel better. Look better.

**Effective June 1, 2023**

**Return Materials Policy**  
**Direct, Wholesale, Distribution,**  
**Retail and Specialty Pharmacy Sales**  
**Aesthetic Injectables, Medical Dermatology, Neocutis & Non-Prescription**

Merz North America, Inc. (Merz) Return Materials Policy is subject to change with a thirty (30) day notification after returns must be authorized. Eligible Products under this Policy may be returned for credit, with prior written authorization from Merz. No credit will be provided without prior written authorization.

**Procedure for Returning Product**

Authorization to return Product can only be provided by authorized personnel from Merz Headquarters in Raleigh, NC. Merz Territory Managers, Regional Managers and any other Field-Based employees are not authorized to accept Product or approve return of Product. Requests for such authorization must include an itemized list of Products, lot numbers, lot expiration dates, and reason for the request. To obtain a Return Materials Authorization (RMA) form, requests should be sent via email or fax to the attention of:

Merz Return Goods  
Email: [returngoods@merz.com](mailto:returngoods@merz.com)  
Fax: 1-866-862-1212

Return authorization is issued based upon unconfirmed representations made to Merz and is not intended to be a guarantee of credit or a basis for relying on receipt of credit. Returns are subject to Merz inspection and acceptance and are not deductible from any outstanding invoice until a Credit Memorandum is issued. Unauthorized deductions for returns may result in held customer orders. Approved Product returns must be shipped within sixty (60) days of authorization date; if shipped on day sixty-one (61) or after, Product is ineligible for credit.

Merz will issue an RMA within forty-five (45) calendar days of receipt of a customer's debit memo.

Customers can ship returnable Products with itemized list following receipt of the authorization to:

Merz North America  
Attn: Receiving  
13900 West Grandview Parkway  
Sturtevant, WI 53177

Shipping charges for Product returned for credit are the responsibility of the customer and must be prepaid by the customer unless the return is a result of a shipping error or product quality issue on the part of Merz.

---

**Credit Memorandum will be issued at:**

- 90% of the Merz current wholesale acquisition cost (WAC) of the product
- For indirect retail and specialty pharmacy customers, authorized returns will be credited through such indirect customer's wholesaler
- Authorized returns purchased at a contract price or through a promotional price program will be credited at the contract or promotional price.

**Products Returnable for Credit:**

- Product within three (3) months prior to or twelve (12) months after, lot expiration date is considered outdated for all Products
- Unopened Product in its original packaging bearing its original label and for which the lot number and expiration date are legible
- Full and unopened solids, liquids, creams, and gels returned in original packaging
- Concealed damages must be reported to Merz and accompanied by pictures within thirty (30) days of receipt.
- Product with apparent damages must be reported within ten (10) days of receipt; all efforts must be made to note damages on bill of Lading provided by the carrier.
- Shipping overages and shortages must be reported within ten (10) days of receipt; adjustments may be made after an investigation by Merz is completed.

**Products Not Returnable for Credit:**

*(Ref: Appendix A – Non-Returnable Products)*

- All sales are final for Products Not Returnable for Credit except if required by state or federal laws.
- If you receive an order for Products Not Returnable for Credit from Merz that contains damaged product, please contact the carrier directly to initiate an investigation.
- Any claim of shipment shortages, damages, overages, or loss must be reported to Merz by phone (1-866-862-1211) or email, [returngoods@merz.com](mailto:returngoods@merz.com) within ten (10) days of shipment receipt.
- Returns may be permitted if Product is damaged prior to receipt at customer's location; credit will be at original invoice price.

**All other Products:**

- Product or short-dated Product that was purchased on a non-returnable basis
- Wholesaler or distributor is not an authorized Merz trading partner.
- Product is not returned in the original package.
- Distressed Product obtained through bankruptcy, liquidation, sacrifice sale or going out of-business sale.
- Professional samples or other no charge Product
- Product obtained illegally or re-imported from outside the United States.
- Product involved in a customer inventory reduction.
- Product was handled and stored contrary to the package insert.
- Product is deteriorated because of condition beyond Merz control (e.g., due to improper storage, heat, cold, water, smoke, fire, etc.).

- 
- Product packages that have been marked or disfigured in any way; excluding labels affixed by a third-party return goods processing company so long as the affixed label does not obscure Merz's original Product label description, lot number, and expiration date.
  - Product returned more than three (3) months prior to or more than twelve (12) months after lot expiration date.
  - No partial packaging returns will be accepted.
  - No partial Product returns will be accepted for solids, liquids, creams and gels.
  - Product is sent to another processing facility and destroyed without Merz's authorization.
  - Product lot number and/or expiration date are not legible.
  - Product is repackaged or trade packaging contains a quantity greater than the actual package size (overfilled packaging).
  - If non-Merz Products (foreign) are returned to Merz.

**Special Instructions or Conditions:**

- Provide DEA Registration Number
- Indirect customers must provide their wholesaler's name and address.
- Batched returns submitted under any name and address other than indirect account itself will not be accepted for credit.
- Product must be returned on a separate debit memo or invoice statement not comingled with any other manufacturer's Product; debit memo must include UDI, lot number, quantity, and expiration date.
- It is recommended that customers insure all return shipments; Merz cannot be held responsible for shipments lost in transit or received in damaged condition.
- RMA form must accompany each shipment of returned Product; unauthorized returns may be returned to customer freight collect.
- Merz reserves the right to destroy, without recourse, all returned Products.
- Merz Products are returnable for destruction, regardless of credit eligibility.
- Merz will not pay or issue credit for any process and handling fees (e.g., Returns Processor).

**Product Recall:**

Instructions for returning recall Product will be referenced on the official recall notification at the time of the event. Credit will be issued at the current wholesale acquisition cost or contract price paid.

---

## Appendix A – Non-Returnable Products

Product
BELOTERO BALANCE®
BELOTERO BALANCE® with Lidocaine
BELOTERO BALANCE® Sample
BELOTERO BALANCE® with Lidocaine Sample
DeScribe® 10-Pack
RADIESSE® 1.5
RADIESSE® + 1.5
RADIESSE® 1.5 Sample
RADIESSE® + 1.5 Sample
XEOMIN® (incobotulinum toxinA) Cosmetic 50 unit vial
XEOMIN® (incobotulinum toxinA) Cosmetic 100 unit vial
Neocutis

Merz reserves the right to update Appendix A at any time.