



Return Authorizations

Rx and Medical Supplies Wholesale, Inc. is committed to providing the highest quality customer service and ensuring compliance with the Drug Supply Chain Security Act (DSCSA). In order to verify product integrity and compliance with the return policy, all returns require prior authorization.

Contact your account representative to in regards to Return Goods Authorization and to discuss the merchandise you wish to return. Merchandise returned without contacting the account representative will not receive credit.

Merchandise Eligible for Return

- Merchandise up to three months past expiration date unless otherwise defined in the manufacturer return goods policy
- Merchandise must be unopened and in acceptable condition (no markings or tags)
- Merchandise with an approved confirmation from account representative
- Full credit will be given for shipping errors made by Rx and Medical supplies and for products damaged in shipment, provided the error or damage is reported within 72 hours of receipt of the product

Non-Returnable Merchandise

- Merchandise opened and marked on
- Merchandise marked as final sale
- Merchandise that is three or more months past expiration date and/or merchandise that falls outside of manufacturer return goods policy
- Merchandise without initial contact to account representative
- Refrigerated items
- Merchandise not purchased directly from Rx and Medical Supplies Wholesale, Inc.

Procedure for Returning Merchandise

- Email (accountsreceivable@rxcarecenter.com) the request for product return and invoice of product. Return requests will be reviewed and approved/disapproved within three business days of receipt.
- Merchandise must be accompanied by a copy of the approval from account representative and copy of merchandise original invoice.
- Merchandise received in excess of the approved quantity and without a copy of the completed and approved Return Goods authorization will not receive credit.
- Account number must be indicated on the outer container of all packages and addressed to the attention of:
Rx and Medical Supplies Wholesale, Inc.
8000 W. 24th Ave #5
Hialeah, FL 33016

Terms of Return Policy

- Rx and Medical Supplies Wholesale, Inc. reserves the right to:
 - Refuse any returns from inactive accounts, accounts with a past due balance, or accounts in the process of closing or selling
 - Apply any and all credits to outstanding past due invoice's and customer's account
 - Not issue credit unless past due disputes for return goods have been resolved
 - Destroy merchandise that is ineligible for credit or returned without prior authorization



Rx and Medical Supplies Wholesale, Inc.
8000 W. 24th Ave #5 Hialeah, FL 33016
Ph: 786-953-6813 Fax: 305-821-4338

RETURN GOODS POLICY

- Credit for returned product is issued at the price indicated on the return approval from account representative which represents the invoice price or the current selling price, whichever is less
- A Handling Fee of up to 25% may be assessed against the amount of the credit, unless otherwise indicated
- Rx and Medical Supplies Wholesale, Inc. reserves the right to amend this policy which supersedes all previous Return Goods Policies. This Return Goods Policy is automatically incorporated into any prior customer supply agreements and or written contracts.