

**Return and Refund Policy.** Subject to applicable law, Seller will process returns and refunds in accordance with its Return and Refund Policy currently in effect, or as otherwise agreed to by Seller and Customer. Seller's current Return and Refunds Policy is as follows:

- All requests for credits for Products must have a return authorization number issued by Seller's customer service department or Seller's automated customer service platform (e.g., McKesson SupplyManager<sup>SM</sup>). Products NOT stocked in any of Seller's distribution centers that are greater than \$100 will also require return authorization from the applicable vendor of the product.
- Seller will issue a full credit for any Product returned due to Seller damage in transit, recall, or defective condition.
- The following Products are not eligible for a credit, unless the return is due to Seller error, recall, or defective condition: (i) special order Products; (ii) custom Products; (iii) Products identified as non-returnable in McKesson SupplyManager; (iv) Products not available for general or unrestricted distribution; (v) refrigerated or frozen (cold chain) Products other than certain flu or core vaccines; and (vi) nonsalable Products. Nonsalable Products include, but are not limited to, Products that are open, damaged, below minimum acceptable product dating set by Seller (available at [mms.mckesson.com](http://mms.mckesson.com) on the product detail page), hazmat, controlled pharmaceuticals, discontinued by the manufacturer, or that contain markings not made by Seller.
- Seller will issue a credit as follows for McKesson Brand Products purchased directly from Seller: if return is requested within one (1) year of invoice date – Full credit; if return is requested after one (1) year – No credit. Non-consumable McKesson Brand Products must be sent back to Seller's distribution center to be eligible for a credit and are subject to inspection by Seller before credit is issued to Customer. Consumable McKesson Brand Products should not be sent back to Seller's distribution center. If a McKesson Brand Product is not purchased directly from Seller, no return for credit will be honored.
- Seller will issue a credit as follows for all other eligible Products:
  - Products stocked in Seller's distribution center that are less than \$25: if return is requested within 90 days of invoice date – Full credit; if return is requested after 90 days – No Credit. Such Products are not required to be sent back to Seller to be eligible for a credit.
  - Products stocked in Seller's distribution center that are \$25 and greater: if returned within 30 days of invoice date – Full credit; if returned between 30-90 days – Full credit, less a restocking fee per Product of 20% of the sell price; if returned after 90 days – No Credit. Such Products must be sent back to Seller to be eligible for a credit and are subject to inspection by Seller before credit is issued to Customer.
  - Products NOT stocked in any of Seller's distribution centers that are less than \$100 – No Credit
  - Products NOT stocked in any of Seller's distribution centers that are \$100 – \$500: if returned within 90 days of invoice date – Full credit, less Seller and vendor restocking fees per Product; if returned after 90 days – No Credit.
  - Products NOT stocked in any of Seller's distribution centers that are greater than \$500 requires additional approval by Seller. Such Products must be sent back to Seller to be eligible for a credit and are subject to inspection by Seller before credit is issued to Customer.

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