

Focus Health Group					
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SOP No.	73	Revision	2.1/05/2025	Supersedes	V2

Focus Health Group Return Policy

Definitions

For purposes of this policy only, as used herein, the term “Focus Health Group” shall include (a) Focus Health Group (b) ZeniMedical (and and (c) Fidelis Medical (collectively Focus Health Group).

A written **Return/Destruction Authorization** from Focus Health Group, Inc. is required on all products destroyed or returned. **Shipping instructions for returned merchandise will be included with the Return Authorization. Under no circumstances are these products to be returned to Focus Health Group, Inc. without prior approval or are they to be sent for destruction.**

Written confirmation of destruction is required before credit will be issued. When this written approval is received, Focus Health Group will issue a credit to the company returning the product for the quantity returned.

All requests for return/destruction authorization must be submitted with the following information for each product:

- Name of product
- Product identifier (NDC, GTIN, etc.)
- Lot Number
- Expiration Date
- Quantity
- Reason for Return/Destruction Request

Returnable Items

Items are eligible for return if they meet the following criteria:

- Items purchased directly from Focus Health Group
- Item must be in original packaging, bearing its original label and for which the lot number and expiration date are legible
- Item has not passed its date of expiration
- Items that are not temperature controlled or if items are temperature controlled and can be proven to have been maintained in temperature-controlled environment

Non-Returnable Items

Items are not eligible for return if they meet ANY of the following criteria:

- Items are opened or container seals are broken
- Item returned with less than twelve months until expiration
- Items whose labels have been marked, damaged or in any way adulterated.
- Damaged by improper storage or subjected to extremes in temperature or exposure.
- Involved or purchased in a fire sale, bankruptcy or sacrifice sale
- Sold on non-returnable or non-refundable basis
- Repackaged products
- Saleable merchandise returned for the purposes of reducing inventory
- All prescription products are non-returnable
- Any product returned to Focus Health Group that does not follow the return procedure set forth in this policy.

Focus Health Group retains the right to determine, at its sole discretion, whether returned items meet the criteria for reimbursement.

Reimbursement

All product that meet the criteria for return and/or reimbursement will be reimbursed at the lower of:

- a) The current wholesale acquisition cost “WAC” at the time of return minus 20%

Or

- b) The price at which the product was purchased minus 20%

A check or credit memo will be issued for all eligible products within four (4) to six (6) weeks after receipt of product. Processing and disposal fees will not be reimbursed by Focus Health Group.

Amendment

This Returned Goods Policy is subject to change at any time in Focus Health Group’s sole discretion and without prior notice to other parties.

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