

RETURN AND CREDIT PROTOCOL

Introduction

Patterson Veterinary Supply, Inc. appreciates your business and values your satisfaction. This Return and Credit Protocol outlines the terms for returning and crediting products purchased from Patterson, whether through our sales representatives, website, or manufacturer/vendor representatives. By purchasing from us, you agree to the terms of this protocol.

Eligibility for Returns

All product return requests must be authorized by Patterson prior to return. To be eligible, products must meet the following conditions:

- **AUTHORIZATION:** A signed return authorization form is required (see Return Instructions below).
- **CONDITION:** Products must be saleable or returnable to the manufacturer/vendor:
 - Purchased directly from Patterson under the same billing and shipping account.
 - Stored and transported per package/manufacturer recommended specifications while in the customer's possession.
 - In original, intact packaging (unaltered, unopened with original, uncut, unpunctured, unbroken tape, seals and cellophane); no markings or blemishes.
 - Not a hazardous material.
 - Not a DEA-controlled substance.
 - Expiration date not less than that needed to sell, use and/or dispense the product.
 - Not discontinued by the manufacturer or Patterson, unless Patterson stock is still available.
 - Not a clearance, open box, refurbished or sold as non-returnable product.
 - Total return value of \$35 or greater.
 - In compliance with all applicable laws for salability at the time of return.
 - In compliance with the manufacturer/vendor's return policy for:
 - ◆ DEA-controlled substances (excluding Class II or IIN)
 - ◆ Products requiring cold storage
 - ◆ Expired or near-expired products
 - ◆ Partial quantities
 - ◆ Special order products not stocked by Patterson
 - ◆ Drop-shipped products from the manufacturer/vendor
 - ◆ Products purchased over one year from the invoice date
 - ◆ Products that require disposal or destruction

Return Methods

To initiate a return or request a credit, you may:

- Visit our website at pattersonvet.com and select "Product Returns"
- Contact Customer Service at 800.225.7911
- Contact your local Territory Manager

Return Instructions

Upon return authorization, we will provide a return shipping label and form. The form must be signed to confirm:

- The product description, quantity, lot, and expiration date match those on the form.
- The product is in saleable and returnable condition.
- The product is packed securely to avoid damage.

Packaging and Shipping:

- Remove all labels from the outer shipping box.
- Ensure no hazardous labels, symbols or placards exist on the outer or inner box or product.
- Place the signed return form inside the box and the return label on the outside of the box.
- Ship products within 10 calendar days of authorization unless time sensitive.
- Ship time-sensitive products near the 10-day return window within 24 hours of receiving the return label.

Return Credit Administration

Returned products will be inspected upon receipt. Credits will be issued as follows:

- RETURNS TO PATTERSON INVENTORY:
 - Full credit within 60 days of invoice date; overstock products may incur a 20% restocking fee.
 - Credit minus a 20% restocking fee for products returned within 61-365 days of invoice date.
 - No credit for products returned after 365 days.
- RETURNS TO MANUFACTURER/VENDOR:
 - Credit minus applicable manufacturer/vendor return fees and any shipping/handling fees.

Products returned in non-compliant condition will not receive credit and will be quarantined for disposition.

Please allow 3-5 business days for processing.

Reporting Product Issues

If you encounter a product quality issue or adverse event, report it immediately to the product manufacturer listed on the label and Patterson Customer Service at [800.225.7911](tel:800.225.7911). Additional steps may be required by Patterson and the manufacturer/vendor.

Recalled products will be handled according to regulatory and manufacturer requirements.

Reporting Order and Shipping Issues

Order or shipping issues should be reported to Patterson Customer Service within 10 calendar days of invoice or delivery date. Issues may include:

- Damaged products or products arriving out of temperature specifications (pictures may be required).
- Incorrect products or quantities received.
- Missing products or packages.

Reshipments, return authorizations, or credits will be issued as appropriate.

Contact Information

For assistance, please contact Patterson Veterinary Customer Service, 800.225.7911. Our office hours are 7 a.m. ET to 6 p.m. PT.

Disclaimer

All returned products become the property of Patterson. We reserve the right to deny credit if the product does not meet protocol requirements. Unauthorized returns, non-saleable products, or products not returnable to the manufacturer will not be credited or replaced. Patterson may dispose of or destroy non-compliant products, with disposal fees assessed to the customer as applicable.

We reserve the right to amend this Return and Credit Protocol at our discretion, with updates posted on our website.