



Return Policy

REQUIREMENTS FOR RETURN AUTHORIZATION

- All returns must be authorized by AMB Wholesale through our Request For Return form (RFR) that is generated from the www.ambwholesale.com
- The Request For Return form must contain:
 - ✓ Date, customer number, customer name, contact, address number of items.
 - ✓ Reason for Return – Please use the Reason Codes as noted in the form.
 - ✓ Product information including quantity, unit of measure, AMB item number, product description and invoice number. (Invoice number not required for returns of expired products and recalls).
 - ✓ Expiry date and lot number are required for Pharmaceuticals (Rx) returns related to product shipped short dated and recalls.
 - ✓ Please note: In all cases, AMB Wholesale reserves the right to withhold credit for returns that are not in accordance with the AMB Wholesale return policy.
- For additional information call or fax our Customer Service department.
- Once the RFR form is received and reviewed, Customer Service will call or fax you back and provide a Return Authorization Number (RAN). Also, an RAN will be generated by the system when RFR is submitted on-line.

REQUIREMENTS FOR PRODUCT RETURNS

- Please note that customers may be asked to send in their returns on a scheduled basis (using Canada Post).
- In certain circumstances, AMB Wholesale reserves the right to levy a handling fee and/or withhold credit for return that do not comply with the following instructions:
 - ✓ All returns must be in properly sealed boxes, and include a copy of the RFR.
 - ✓ Boxes with returns must be kept less than 50 lbs.
 - ✓ Resalable product purchased from AMB must be in perfect saleable condition in original packing with no visible damage, no price stickers and no store identification markings.
 - ✓ Resalable products purchased from AMB must meet multiples of the sealed pack size.
 - ✓ Rx items must be packaged separately from Health and Beauty Aids (HABA) and Over the counter (OTC) items so Rx products can be easily identified and quality assurance completed.
 - ✓ Each box must be labeled with the following:
 - Customer name
 - Customer number
 - RAN
 - Number of boxes including the total number of boxes (i.e. 1 of 3).

- AMB Wholesale will not provide credit for store damages.
- AMB Wholesale does not return salable products unless prearranged and approved by AMB customer service. This excludes items ordered in error if AMB is notified within 2 business days.
- Product returned that is non-returnable, as listed in the supplier's return policy, is not eligible for credit and AMB reserves the right to retain the product and/or levy fee.

RETURN CONDITIONS

Reason Code	Return Reason	Definition	Conditions
A	Expired Product	Product purchased from AMB that has reached its expiry date	<ul style="list-style-type: none"> ▪ Product must be accepted by the supplier and will be credited according to supplier's return policy. <u>Handling Charges:</u> 5% Rx 10% OTC/HABA
B	Ordered in Error	Product ordered from AMB that was not intentionally ordered by the customer	<ul style="list-style-type: none"> ▪ Must contact customer service department within 2 business days of receiving the order. ▪ Must provide invoice number ▪ AMB reserves the right to apply a restocking fee to customers that consistently order in error.
C	Item received Damaged	Product received from AMB that has been damaged in transport.	<ul style="list-style-type: none"> ▪ Must contact customer service department within 2 business days of receiving the order. ▪ Must provide invoice number
D	Shipped in Error	Customer shipped orders or items in error.	<ul style="list-style-type: none"> ▪ Must contact customer service department within 2 business days of receiving the order. ▪ Must provide invoice number
E	Shipped Short Dated	Product received with an expiry date of 3 months or less	<ul style="list-style-type: none"> ▪ Must contact customer service department within 2 business days of receiving the order. ▪ Must provide invoice number
F	Item Billed, but not Received	Product(s) invoiced from AMB, which have not been received	<ul style="list-style-type: none"> ▪ Must contact customer service department within 2 business days of receiving the order. ▪ Must provide invoice number
G	Recall	Product ordered from AMB that has been recalled by the manufacturer	<ul style="list-style-type: none"> ▪ Customer will be advised of any recalls and are asked to immediately complete the response form and fax it directly to AMB. ▪ Customer must provide the AMB recall number, lot number and expiry date on the return form. ▪ Products returned that are not on the recall notice will be assessed a handling charge and may not be subject to credit.
H	Pre-Authorized Resalable	In some cases AMB may pre-arrange and approve the return of products purchased from AMB in resalable condition	<ul style="list-style-type: none"> ▪ Products must have an expiry date of 9 months or greater. ▪ Refrigerated and Inject able products will not be accepted as pre-authorized resalable. ▪ Invoice number and expiry date must be indicated on the form. ▪ AMB reserves the right to refuse authorization for Restock of resalable sock <u>Handling Charges:</u> 5% Selected Pharmaceuticals 10% OTC/HABA/Pharmaceuticals