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 www.allianceanimalcare.com

**Alliance Outdate Return Policy (Updated 4-9-2024) Subject to change.
 Procedures**

Outdated animal health products may be returned to Alliance according to the following guidelines.

- Customers must receive approval to return outdated merchandise. Please call 615-287-8865 or email Victoria Mooneyhan at vmooneyhan@allianceanimalcare.com to request a Merchandise Return Authorization [MRA].
- Please have available: the product description, size, quantity, lot number, expiration date, number of shipping labels needed (one per box, each label is an additional shipping charge), and reference number (if reference number is not specified, one will be automatically generated).
- Upon approval, an MRA will be issued.
- The MRA number will be written on the Merchandise Return Authorization Form and the return tag. A copy of the provided MRA form must be in each box returned for the warehouse to reference.
- Cross-dock items do not qualify for outdate returns.
- Only products manufactured by the companies listed below are eligible for return to Alliance Animal Care Bowling Green warehouse.
- **Products must be returned to the warehouse in Bowling Green within 30 days of the expiration date.**
- AAC will charge 20% of the current cost of the product to handle the return to the vendor. This fee is in addition to any discount applied to the product by the manufacturer.
- The return credit amount will be established from the cost of the product in effect at the time the return is processed.
- Products should be packaged to prevent damage. No credit will be issued for products that arrive damaged.
- Product shipped back without an approved Merchandise Return Authorization will be destroyed without credit.
- AAC will only grant return authorization for product that has been invoiced through Alliance Animal Care, LLC. Proof-of-purchase may be required when processing outdated product return authorization.
- AAC will arrange for a call tag to pick up the out of date product; however, the customer will be billed for the freight charges back to the warehouse at the time the tag is issued. Please be aware that UPS will not ship less than full cases of hazmat items; therefore, other shipping arrangements must be made and the cost is generally more than usual freight charges.

Manufacturer	Manufacturer Credit Discount
Huvepharma See note below.	80% of current cost
Boehringer Ingelheim	90% of current cost
Innovacyn	100% of current cost
Merck See note below.	90% of current cost
Norbrook See note below	80% of current cost
Elanco	80% of current cost
Zoetis	85% of current cost
Colorado Serum	75% of current cost
Purdue	100% of current cost
Bimeda	75% of current cost

Merck

Only full selling units, unopened, and unmarked are eligible for return.

Norbrook

*Noromectin Pour On is non-returnable.

*Other products will be credited at 80% of the current price.

Huvepharma

Vaccines only; pharms do not qualify for return.