

RETURN OF GOODS POLICY

General Policy

QUVA does not accept returned Products in the normal course of its business and will only accept returns and provide credit in limited circumstances.

Credit will be issued in the following circumstances:

1. Products shipped in error or in incomplete quantity by QuVa are subject to full replacement or credit will be given for the amount invoiced provided QuVa's Customer Service Department is notified within three (3) business days of receipt of the shipment.
2. Product shipments that have been damaged during shipment will be replaced or credit will be given provided damaged items are reported and appropriate documentation has been provided to QuVa's Customer Service Department within three (3) business days of receipt for credit to be issued. Customer must contact QuVa's Customer Service Department at Customer.Service@QuVaPharma.com to determine the appropriate disposition of the damaged shipment.
3. Products shipped with less than seven (7) days BUD dating at time of receipt, unless specifically agreed with Customer, are subject to full replacement or credit will be given for the amount invoiced provided QuVa's Customer Service Department is notified within three (3) business days of receipt of the shipment.
4. Products that are demonstrated by QuVa through testing of (i) the retained sample from the production batch of the requested return Products, or (ii) of the returned Products, to not meet the Product specifications of QuVa are subject to full replacement or credit will be given for the amount invoiced provided QuVa's Customer Service Department is notified within three (3) business days of first discovery of defect.
5. Products that are defective or recalled.

Product Return Requests

For all Product return requests, Customer must contact QuVa's Customer Service Department at Customer.Service@QuVaPharma.com or 1-888-339-0874. Customer will be required to aid QuVa in its investigation and resolution of Customer complaints. Under no circumstances should Product subject to a claim be destroyed by Customer without express prior permission from QuVa to do so.

Subject to the foregoing, QuVa will reimburse Customer for the reasonable costs related to the return of Products.