

THE FINE PRINT

GENERAL RETURN POLICY

PRODUCT MUST BE RETURNED TO OOGP WITHIN 120 DAYS OF INVOICE DATE WITH A COPY OF THE ORIGINAL INVOICE

PRODUCT MUST NOT BE LESS THAN 15 MONTHS AWAY FROM EXPIRATION

DAMAGED ITEMS WILL NOT BE ACCEPTED FOR CREDIT

ITEMS DEEMED AS NON-RETURNABLE WILL NOT BE CREDITED AND RETURNED TO THE ACCOUNT, ACCOUNT WILL BE CHARGED A \$5.95 PROCESSING FEE

OOGP IS NOT RESPONSIBLE FOR PRODUCT DAMAGED IN TRANSIT

OOGP WILL NOT ACCEPT PRODUCT SHIPPED IN ENVELOPES, PLEASE BOX ALL RETURNS TO ENSURE PROPER PROTECTION FOR FULL CREDIT

OOGP IS NOT RESPONSIBLE FOR RETURN SHIPPING FEES

OOGP IS NOT RESPONSIBLE FOR ITEMS NOT RECEIVED

ALL CREDITS ARE FINAL AFTER 60 DAYS OF CREDIT MEMO ISSUE DATE

ACCOUNTS RETURNING PRODUCT IN EXCESS QUANTITIES MAY HAVE THEIR RETURN PRIVILEGES REVOKED AT THE DISCRETION OF OOGP

ACCESSORIES LABELED AS "SALE ITEMS" AND ANY *PERSONALIZED* ITEMS ARE **NON-RETURNABLE**. ALL SALES ON THESE PRODUCTS ARE FINAL

SALE ITEMS ARE AVAILABLE WHILE SUPPLIES LAST

ADDITIONAL ITEMS MAY NOT BE ELIGIBLE FOR RETURN AT OOGP'S DISCRETION

PHARMACEUTICAL RETURN POLICY

ALL RETURNS MUST BE AUTHORIZED BY THE PHARMACEUTICAL REPRESENTATIVE:
RETURNS@OOGP.COM

NON-RETURNABLE ITEMS:

- ITEMS ORDERED BY **THE ACCOUNT** IN ERROR VIA WEB, OR EMAILED ORDER
- ITEMS THAT WERE OPENED BY THE ACCOUNT AND NOT RESELL-ABLE
- ITEMS THAT ARE LESS THAN 6 MONTHS AWAY FROM EXPIRING
- PRODUCTS CURRENTLY MARKED AS "SALE ITEMS" (WHILE SUPPLIES LAST)

RETURNABLE ITEMS:

- ITEMS ENTERED OR ORDERED BY **OOGP** IN ERROR
- ITEMS THAT WERE SHORT DATED / EXPIRED WITHIN OUR GUIDELINES (WHEN PURCHASED) WITHIN 6 MONTHS OF EXPIRATION
- ITEMS THAT ARE DEFECTIVE (WITHIN MANUFACTURER GUIDELINES)

PRODUCT MUST BE RETURNED TO OOGP WITHIN 120 DAYS OF INVOICE DATE WITH A COPY OF THE ORIGINAL INVOICE. ANY OTHERS WILL NOT BE ACCEPTED

OOGP IS NOT RESPONSIBLE FOR RETURN SHIPPING FEES, UNLESS A CALL TAG HAS BEEN ISSUED FOR OOGP SHIPPING ERROR

PRICING SUBJECT TO CHANGE

OOGP RESERVES THE RIGHT TO CHANGE PRICES WITHOUT WARNING

STANDARD SHIPPING METHODS & RATES

Delivery Method	Quantity	Rate
1st Class Mail	1-10 Items	\$3.95
	10-20 Items	\$4.95
	20+ Items	\$6.95
Priority Service	2 lbs	\$8.00
	3 lbs	\$10.00
	4 lbs	\$11.90
	5 lbs	\$13.50
	6 lbs	\$14.00
	7 lbs	\$15.80
	8 lbs	\$17.60
	9 lbs	\$19.45
	10 lbs	\$21.25
	UPS Ground	2 lbs
3 lbs		\$5.95
4 lbs		\$6.95
UPS 2nd Day	2 lbs	\$7.95
	3 lbs	\$9.95
	4 lbs	\$11.95
UPS Next Day (Up to 2 lbs)	By end of business day	\$12.95
	By Noon	\$15.95
	Early AM Delivery	Call Customer Service

***Additional pounds, please call customer service.**