

Metro Medical™/Mircera™ Returned Goods Policy

Effective date: Oct. 18, 2017

This Returned Goods Policy is for Mircera™ distributed in the United States by Metro Medical™ Distribution Services.

General

Metro Medical™ cannot accept product returns from customer for return to inventory.

Defective product reporting (must complete all three steps)

Sequester product for return

Call Vifor to report defective product at **800.576.8295**

Call Metro Medical™ to arrange return of defective product at **800.768.2002**

Basis of reimbursement

- Reference table below
- All eligible products returned or credited in accordance with the terms and conditions set forth in this Returned Goods Policy are subject to valuation at time of invoice.

Scenario	Disposition
Customer receives product shipped by Metro Medical™ with Q-tag temperature indicator alarm. Please follow instructions carefully on the Q-tag instruction card. If an X or blank LCD with solid dot appears, it must be reported by the end of the business day on date received.	Please call 800.768.2002 . Metro Medical™ will issue credit upon receipt of authorized return.
Damaged upon customer receipt (must be report by the end of the business day on date received).	Please call 800.768.2002 . Metro Medical™ will issue credit upon receipt of authorized return.
Customer finds product to be defective (e.g., malfunction of syringe). See "Defective product reporting" section above.	Please call 800.768.2002 . Metro Medical™ will issue credit upon receipt of authorized return.
Customer damages product	Customer responsibility. No credit can be issued by Metro Medical™.
Mis-orders (e.g., wrong quantities)	Customer responsibility. No credit can be issued by Metro Medical™.
Return expired product	Customer responsibility. No credit can be issued by Metro Medical™.

