

BioComp Pharma Return Policy

- Contact BioComp offices for authorization to return at:
Ph: 866-762-2365 Or
Fax: 210-581-8730
- Product must be returned to:
BioComp Returned Goods Dept.
38505 IH 10 W, Boerne, TX 78006-8994
 - A packing slip listing the product must be included with the shipment
 - Customer is responsible for return freight charges unless BioComp was responsible for a shipment error
 - Returns will be authorized for:
 1. Mis-shipments/Over-shipments
 2. Recalls
 3. Damages
 - 3.1 Obvious damages should be refused
 - 3.2 Concealed damages must be reported to BioComp within 14 days of receipt.
Contact the carrier for inspection and issuance of a damage report. Forward to BioComp a copy of the damage report and identifying shipment information for disposition instructions
 4. Other circumstances as deemed necessary by BioComp
- Partial/opened bottles are not accepted
- Product must be contained in original bottles/repackaged product is not eligible for credit
- Obvious damages (i.e., box-cutter damages) consequent to opening of packages by customer, are not eligible for credit
- The product lot number and/or expiration date must be legible in order to be eligible for credit
- Credit will be issued at the lower of the purchase price or current price, less any discounts
- Credit will be issued to the customer to whom the original sale was made
- To be eligible for credit, product must be within 6 months prior to but no more than 12 months beyond the expiration date
- Credit will not be issued for product that has been involved in sacrifice, fire or bankruptcy sales, or has been damaged by fire, smoke, wind or water
- A \$25.00 minimum value is required for the issuance of credit
- Product obtained in violation of state or federal law is not eligible for credit
- BioComp will issue destroy authorizations when deemed necessary and requests notification from customer or 3rd party processor of confirmation of destruction, listing products destroyed by lot number.

This policy may be modified by BioComp Pharma at any time