



Total Returns, Inc.

Complete Mail-in Instructions

1. Fax a copy of your DEA license, the “Customer Information Sheet” and any CII inventory sheets in advance to: (580) 276-5624.
2. Package all expired products (**Except CIIs**) in boxes no larger than 20x20x20.
 - Generally, products are creditable up to 12 months after they have expired.
 - Make sure caps are secured tightly and to bubble wrap any glass containers. We are not responsible for any damage to boxes or products in transit.
 - To ensure proper credit, please do not remove cost labels from products.
 - You can ship the CII product **AFTER** YOU RECEIVE THE Form 222 and further instructions.
3. Seal the Box(es), put on the pre-paid shipping label(s) and let UPS pick them up!
 - If you are sending more than 1 box please number them on the outside. ie 1 of 2, 2 of 2, etc.

Now we do our part!

Once product is processed for return, you will receive a Returned Product Inventory and Controlled Drug Inventory along with your invoice (processing fee 8.9%)

A control drug processing and/or destruction fee will be applied to your invoice based on how your controlled products are required to be handled.

Please be aware, that if the return you send us has a majority of non-returnable products in it, a disposal fee of \$25.00 per box will apply and you will be charged back for the in-bound shipping. You will not receive any documentation for non-returnable non-controls.

Any DEA violations requiring expedited service and/or corrective documentation to cure violation will incur a \$250.00 doc processing fee.

Example: Undocumented CIIs in a shipment.

Questions? Please give us a call. We enjoy working one on one with you; the more we learn about your business the better we can serve you!!

Katie Hartman

Returns Manager

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