

As the nation's largest group purchasing organization for independent pharmacies, IPC ensures access to quality, competitively priced products that strengthen profitability for members and customers.

To ensure the integrity of all products you purchase from IPC and in accordance with the Guidelines for Pharmaceutical System Integrity, IPC monitors the pedigree of all Rx products distributed to our members and remains fully DSCSA compliant. Our facilities are NABP accredited.

The policies outlined here allow us to better serve you with the consistency you have come to expect.



Return Policy

IPC accepts returns meeting the following criteria. Only products bought from IPC & MUST have readable and scannable 2D barcode will be accepted. Please contact IPC Member Service at 608-478-1099 with questions.

	Return Authorized	Fee	Credit Issued
IPC Error or Damaged Product Must be reported within 72 hours of receipt	Returnable		100% of Invoice
Product Returned within 60 Days of Invoice Conditions: Saleable (not defaced with price stickers, etc.) Return within 30 days of RMA (Return Merchandise Authorization).	Returnable	\$15 GPO Member \$20 Warehouse Customer	100% of Invoice Less Rebates Earned
Product Returned between 60-120 Days from Invoice Conditions: Minimum 9 months dating remaining. Saleable (not defaced with price stickers, etc.) Return within 30 days of RMA (Return Merchandise Authorization).	Returnable	\$15 GPO Member \$20 Warehouse Customer 20% of Value	80% of Current Price or Invoice Price, Whichever is Lower Less Rebates Earned
Return of: Power Buys, refrigerated product, inactive, short dated, OTC and merchandise designated as non-returnable at the time of sale.	Non-Returnable		No Credit
Product Without RMA (Return Merchandise Authorization) Items not on RMA will be returned to customer.	Non-Returnable	\$25 Fee	No Credit
Non-Saleable Items Items not in saleable condition will be returned to customer. (Defaced, crushed, stickered, opened, broken seals, illegible dates or lot numbers, as well as customer returned product that is improperly packaged, resulting in damage.)	Non-Returnable	\$25 Fee	No Credit

Return Procedure Requirements

- 1) Login to iprx.com and select Product Return/Order Issue to begin the return process. Have the following information ready:
 - Reason for return, GLN for large dispensers (>25 employees), IPC item number, lot number, and expiration date (lot number verified with invoice by IPC).
- 2) RMA number assigned and call tags issued for all approved returns for active IPC pharmacies.
 - IPC will initiate 1 call tag per RMA number. RMA requests are void after 30 days of inactivity, so we encourage pharmacies to follow through in a timely fashion.
- 3) Customer responsibility:
 - Include the correct Product and Quality Assurance Statement inside the box and put the provided label with the RMA number on outside of box for pickup.

Billing Adjustment

Billing adjustment requests require up to 72 hours for verification. Credits, when applicable, will be issued upon product receipt and approval confirmation.